USAID
Knowledge Management Inventory

October, 2003

USAID

About USAID Knowledge Management (KM) Inventory Document

This inventory was developed through the efforts of the USAID BTEC Knowledge for Development Sub-committee in support of the Agency's Knowledge Fair. Like the Fair itself, this inventory seeks to raise awareness in the Agency of the depth and breadth of knowledge assets, tools and activities available to our employees and partners. On-going development and maintenance of the database housing this inventory and the continuing collection of inventory items will be the responsibility of the Sub-committee.

The purpose of the inventory is twofold:
1. To be used as a source of information for those seeking to identify knowledge resources that can be used in the performance of Agency activities.
2. To provide additional input to the development of the Agency's knowledge management strategies and plans. By cataloguing our existing knowledge capabilities and understanding the potential to leverage existing solutions and approaches across the Agency, our strategies and plans can be formulated appropriately.

How the Inventory is Organized

The inventory document consists of three parts: a listing of the KM Inventory Items, an index to those items by KM Type and an index to those items by Category.
The KM Inventory Item listing contains the information about the knowledge resources that was provided by the owners of those resources. The main listing is ordered by Organization (the Agency Bureau with primary responsibility for the item) and, within Organization, by KM Inventory Item ID. This ID is a unique identifier assigned by the database.

The KM Type index presents the Name of the item along with its Organization and ID. The KM Types represent the major kinds of knowledge resources that have been identified by the inventory (e. g., Best Practices, Communities of Practice, etc.). The Organization and ID from this index listing can be used to locate the full text for the KM Inventory Item in the complete listing.

The Category index also presents the Name, Organization and ID of the KM Inventory Items, ordered by the Category indicators. The Category field associated with each KM Inventory item represents the major topical area of the item (e. g., Agriculture, Education, Conflict, etc.).

Path Forward

The KM Inventory information will be maintained on a continuing basis and is accessible from the USAID Knowledge for Development web site (knowledge.usaid.gov). All USAID employees and partners are encouraged to submit entries to the inventory through the site or directly to Lee White, USAID BTEC Knowledge for Development Coordinator (leewhite@usaid.gov).

USAID KM Inventory
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	E&E	Environmental Assistance in E&E Web Site	11
	EGAT	Biodiversity Team program partners publications	16
	EGAT	US Climate Technology Cooperation (CTC) Gateway	19
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	PPC	Development Experience Clearinghouse - CDIE Online	88
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KM Type	Organization	Inventory Name	KM
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	GH	Framework for HIV/AIDS Behavior Change	183
	GH	Analytic Summary on Polio Communication	184
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	AFR	Research on Care-seeking for Childhood Malaria	134
	AFR	Monitoring and Evaluation of Nutrition	135
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	E&E	Pipeline Analysis Component	9
	E&E	Congressional Notification Monitoring System	13
	EGAT	RAISE sponsored analytical/knowledge management	15
	EGAT	A World of Learning in Coastal Management	17

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	PPC	RFNET	115
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USAID Knowledge Management

CO FORUM

Description

The CO Forum is a web-based venue that hosts e-mail type exchanges among contracting specialists in USAID. The forum also hosts re-time chats and can archive documents. Please see attached document for more details of functionalities.

The initiative began in REDSO/Nairobi based on consultations with Jeff Cochrane of IRM and others on the use of the web for collaborative purposes. REDSO and IRM funded the software development costs. The site was developed by an IRM contractor. It was operational in August, 2002. Mike Walsh of REDSO/Nairobi organized initial input and a team of monitors who will assure that contributions are appropriate.

Value Proposition

Our primary motivation behind the CO Forum is to strengthen the collaboration among contracting professionals in USAID. The initial proposal also identified the following factors:

- Shortage and turnover of COs;
- Mentoring of NEPs and FSNs,
- Sharing of quality examples with peer review,
- Finding the balance between standardization and "improvisation,"
- Trouble-shooting, especially on urgent actions;
- Interpretation and implications of latest policy changes,
- Peer review of best practices,
- Cross fertilization,
- Sharing of training materials,
- Peer recognition,
- Support informal learning among practitioners,
- Building organizational memory.

Results

The CO Forum was formally announced by Tim Beans, Director of the Office of Procurement, in mid-October, 2002. Since then, we have approximately 50 members, over 50 messages and over 500 visits. We expect the forum to grow significantly in terms of membership and exchanges.

The CO Forum is just starting. As a pilot activity, it has clearly demonstrated its potential for other professional backstops as well, such as EXO, Controllers, etc.

Issues

The greatest challenge to the CO Forum is encouraging additional membership and contributions to the discussions. Regular reminders are issued to the CO community. It has yet to "take-off," yet we remain optimistic that members both in the field and in OP/Washington will find it useful. The utility of the Forum must prove itself in the first year of operation to justify continued funding.

Organization   *Africa*
Inventory   *62*

CO FORUM

Contact

Mike Walsh   mwalsh@usaid.gov

Category

Management / Administration

Links

KM Item Type

Community of Practice

Organization *Africa*

Inventory   *62*

Africa Bureau website

Description

The Africa Bureau's external website contains a wealth of information on the agency's programs, activities, and strategies in Africa. Includes country, regional, and sector pages, a comprehensive publications pages, success stories, a photo gallery, and links to related information from other parts of the Agency as well as USAID's

Value Proposition

The site was developed to enable the Africa Bureau to more quickly and effectively share information with the public and its develop partners on the agency's activities. The site was designed to provide as much information as possible in an easy to access format. This site also is intended to help Bureau desk officers, missions, and technical staff to more quickly respond to requests for information, and to reduce the number of questions sent to agency staff about Africa, thus saving staff time.

Results

Less time spent responding to requests for information, and better quality information is now available.

Issues

Site will continue to be expanded and refined as new information becomes available.

Contact		Category
Andrew Courtney	acourtne@dis.cdie.org	Cross Sectoral

Links

http://www.usaid.gov/regions/afr/index.html

KM Item Type

Knowledge Asset

Organization *Africa*

Inventory *119*

Introduction to Advocacy: A Training Guide

Description

Introduction to Advocacy: A Training Guide provides the tools for people to start engaging in the advocacy process. Training based on the guide's principles has resulted in policy changes worldwide. The Support for Analysis and Research in Africa (SARA) project printed the guide in both English and French in 1997, following several field tests with Francophone and Anglophone Africans. The document was posted on the web in English and French in PDF format. It was also highlighted in a number of publications (CIVVICUS) and listserves. The Guide has been translated into a number of other languages: Russian (by AED), Spanish, Arabic, and parts into Portuguese (all by the POLICY project) and into local Malian languages (by INAGEF).

Value Proposition

SARA developed the Advocacy Guide in response to a recognized need during a consultative meeting on advocacy sponsored by SARA in Washington in August 1995. The need was to build the capacity of African institutions to influence policy change. Specifically needed were introductory materials that could be easily adapted and used at low cost in different local settings.

Results

In 2000 SARA conducted a use assessment of the guide. Below are some of the findings from that review.

There are now ten African organizations with the capacity to train trainers. Trainees represent 35+ African countries, as well as Asia, Latin America, Eastern Europe, Europe, etc. They represent a wide range of levels, from mid- to senior-level managers, community-level participants, and parliamentarians to media people, medical personnel, and allied health personnel. They are representative across sectors including numerous health-related areas, democracy and governance, environment, education, women's empowerment, women and technology, youth (including gang members), and disability. Advocacy collaborations have been created with UNFPA staff, the POLICY project, CAFS, IPPF, parliamentarians, and numerous country and regional networks.

Over 7 African training organizations have used the training guide to develop their skills for the training of others. Over 60 African training events have occurred in Africa related to advocacy, and over one thousand Africans in the social sectors have been trained in advocacy methods and processes regarding the use of research to influence policy in their institutions and at higher levels.

Change in Policies/Increased Support
-- A CAFS trainee in Namibia has used her advocacy skills to mobilize donor and local funds to achieve a community one-stop-shop for all HIV/AIDS issues.
-- In Ghana, POLICY trainees in two networks have gained district level support for their issues.
-- IPPF reports that legal barriers to reproductive health are being lifted in many Francophone African countries as a direct result of advocacy efforts using the guide and carried out by National Advocacy committees.
-- The East, Central and Southern Africa Health Community Secretariat reports that nurses and midwives who were trained in Zambia undertook an advocacy program that resulted in the passage of the Nurses and Midwives Act of December 1997, which allows for nurses and midwives to prescribe medicine.
-- In 1998, Russian women, who were trained by the POLICY project succeeded in getting a line-item in the budget, that had been eliminated nationally, reinstated at the sub-district level.
-- In Lima, Peru, a law was reinstated to allow breastfeeding women to arrive at work an hour later.

This guide has been the basis of many other advocacy documents produced by the Policy Project, World Learning's STAR and PASCA projects, PCS, World Education, ICRW, CAFS, CESAG, ACI, UNFPA, and FAWE. The guide also was incorporated into the PROFILES workshops.

Issues

The guide continues to be used around the world and SARA disseminates the guide upon request.

Organization *Africa*
Inventory   *132*

Introduction to Advocacy: A Training Guide

Contact

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Category

PHN

Links

http://www.dec.org/pdf_docs/PNABZ919.pdf

http://www.dec.org/pdf_docs/PNACB277.pdf

KM Item Type

Other Knowledge Sharing

Organization   *Africa*

Inventory   *132*

Making a Difference to Policies and Programs

Description

The USAID/AFR/SD-funded SARA project developed a tool, Making a Difference to Policies and Programs: A Guide for Researchers, to help researchers achieve a greater impact on policy and program decisions. Although intended for seasoned researchers in government services, academic institutions, and consultants in the private sector, the guide can also be used as a teaching tool with students and colleagues. The basic premise of the guide is that research informs policies and programs most effectively when there is an extended, three-way process of communication linking researchers, decision makers, and those most affected by whatever issues are under consideration. The four basic stages in the research process described are defining the research question; developing the research proposal; conducting the study; and communicating research results. The guide presents a number of practical recommendations that aim to facilitate a process of communication at key moments in the research process, offering practical steps intended to focus researchers' attention from the outset on the desired end-use of the research.

Value Proposition

"Making a Difference to Policies and Programs: A Guide for Researchers" was developed in response to the need identified during research meetings in Africa for a practical guide to help researchers in all sectors achieve a greater impact on policy and program decisions. Too often, money and energy are spent on research that is not relevant to practical decisions, and even when it is relevant, it is often ignored by decision makers.

Results

The guide has had a great impact on research and public health training around the world, particularly in Africa. It has been used in workshops and conferences throughout Africa to improve the research practice of health workers, private sector consultants, academic researchers, and social scientists so their research is used more effectively in influencing policies and program management.

Issues

"Making a Difference to Policies and Programs: A Guide for Researchers" continues to be disseminated upon request. A training guide has also been developed, which includes training session outlines, case studies, and group activities for workshop facilitators. The SARA project has recently completed an assessment documenting the use of the guide. SARA has recently completed an assessment of its use. Findings indicate that guide has had helped to influence policy at the national level, increase the effectiveness of information, education, and communication interventions at the regional level, and enhance stakeholder participation with policy and decision makers at the

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PHN

Links

http://www.dec.org/pdf_docs/PNACB080.pdf

http://www.dec.org/pdf_docs/PNACB080.pdf

KM Item Type

Other Knowledge Sharing

Organization   *Africa*
Inventory   *133*

Research on Care-seeking for Childhood Malaria

Description

 BASICS II and the Academy for Educational Development's Support for Analysis and Research in Africa (SARA) Project co-produced A Guide to Research on Care-seeking for Childhood Malaria (2002). The guide is written for investigators who will plan and implement a qualitative study on how people seek care for young children who have fever or convulsions - key symptoms of malaria. It provides a systematic yet efficient research protocol for researchers to use in the field and also suggests ways to organize the research, analyze the findings, and write preliminary and final reports. The guide is intended for researchers who already have experience with qualitative data collection, recording, and analysis, but who may not have field expertise in investigating care-seeking for malaria.

Value Proposition

 Malaria kills more than one million children every year. Most of these deaths could be averted if families recognized the symptoms of malaria and provided appropriate treatment as soon as possible. Early diagnosis and correct treatment of malaria is a key strategy for malaria control in endemic countries worldwide. But this strategy requires an understanding of community care-seeking practices: how caregivers recognize and respond to childhood malaria symptoms, what factors shape their care-seeking behavior, and how they choose among available treatment options. Program planners must understand the barriers to optimal care so that interventions can be designed to reduce those barriers. Sound behavioral research on the management of malaria in the community can provide this information.

Results

The guide has been widely disseminated and has helped program mangers tailor malaria-control interventions based on the thorough research findings.

Issues

The guide will continue to be disseminated on request. Plans for assessing the use and impact of the guide are being developed.

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 http://www.dec.org/pdf_docs/PNACQ729.pdf

KM Item Type

 Other Knowledge Sharing

Organization *Africa*
Inventory   *134*

Monitoring and Evaluation of Nutrition

Description

Monitoring and Evaluation of Nutrition and Nutrition-Related Programmes: A Training Manual for Programme Managers and Implementors

With technical assistance from the USAID/AFR/SD-funded Sustainable Approaches to Nutrition in Africa project, the University of Nairobi's Applied Nutrition Programme and the School of Nutrition Science and Policy at Tufts University developed a manual to train program managers and implementers on how to develop monitoring and evaluation components of nutrition and nutrition-related programs. This manual has been tested and developed through courses at the Tufts and the University of Nairobi.

Value Proposition

Nutrition program managers are not always equipped with the proper knowledge and skills to enable them to plan, conduct, and analyze the results of monitoring and evaluation activities and to use these results to improve their programs. This manual is designed to assist facilitators train program managers on how to design an effective monitoring system and develop an evaluation plan.

Results

The training manual has been widely disseminated in East and southern Africa. A significant number of South Africans have been trained in monitoring and evaluation using the manual.

Issues

Both the English and French versions of the manual will continue to be disseminated. If requested, the SANA project, now incorporated into the Support for Analysis and Research in Africa (SARA) project, will provide technical support to institutions providing the monitoring and evaluation course. A course on monitoring and evaluation has been institutionalized at the University of the Western Cape that uses this manual. In response to numerous requests from Francophone Africa, the manual has also been translated into French to ensure broader implementation of monitoring and evaluation and capacity development throughout Africa.

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http://www.dec.org/pdf_docs/PNACK247.pdf

KM Item Type

Other Knowledge Sharing

Organization   *Africa*

Inventory   *135*

Private Sector Involvement in Child Health

Description

Consultative Meeting on Next Steps for Increasing Private Sector Involvement in Child Health

A consultative meeting to advance the engagement of the private sector in child health was organized at the Academy for Educational Development by a small working group made up of staff from the World Bank, WHO-HQ, PAHO, USAID/HCP, and the SARA project. Twenty people participated in the meeting, representing the World Health Organization, the Pan-American Health Organization, the World Bank, USAID, USAID-funded projects (Catalyst, CMS, CORE group, HCP, JHU/ARCH, BASICS, and MAC activities - Netmark, RPM+, SARA), and MSH/SEAM. The objectives of the meeting were to exchange experiences; discuss opportunities for expansion; identify resources for regional and country work; and discuss opportunities for coordinated efforts.

Value Proposition

In most developing countries, the private sector is an important source of case management for common childhood illnesses, such as diarrhea, malaria, and acute respiratory infection (ARI). Parents and guardians of sick children often seek the help of private providers because they accessible and sensitive to their specific needs. However, the quality of case management offered by these providers is often substandard, deviating substantially from the recommended clinical guidelines for managing childhood diseases. Because private providers play such an important role in the treatment of sick children in developing countries, health officials must work to include them in child survival programs, such as the Integrated Management of Childhood Illness (IMCI), the Malaria Control Program (MCP), and Roll Back Malaria (RBM). Doing so will help lower childhood mortality rates.

Results

Discussions at the meeting produced several recommendations and next steps that include: identify key private sector partners and find representatives to join the inter-agency working group; distribute meeting minutes and executive summary of "Working with the Private Sector for Child Health" to WHO and USAID field officers; develop advocacy packet to strengthen advocacy efforts within organizations and countries; and present evidence and advocate for linking the private sector in child health within the Millennium Challenge Account initiative (USAID).

The SARA project has also produced two publications that are helping to move the agenda of involving private providers in child health forward: "Utilizing the Potential of Formal and Informal Private Practitioners in Child Survival: Situation Analysis and Summary of Promising Interventions" and "Working with the Private Sector for Child Health."

Issues

The SARA project is currently developing a toolkit for working with formal and informal private providers that is targeted at program managers. This framework of the toolkit focuses on country/district situation analyses and the choice of interventions appropriate to each context. The toolkit will also include a compilation of tools that support a range of interventions, including motivation of private providers, pre-packaging of essential drugs, regulation, client education, education/persuasion, and negotiation methods. SARA is also producing an advocacy packet to educate the public sector on the importance of private sector involvement in child health has been identified as a necessary part of the package.

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KM Item Type

Other Knowledge Sharing

Organization *Africa*
Inventory   *136*

Nutrition Tools/Approaches in Pre-service settings

Description

Integrating Nutrition Tools and Approaches into Pre-Service Settings in West Africa

In April-May 2002, the USAID/AFR/SD-funded SARA Project, with the BASICS/West Africa office (WARO) and the Institut RTgionale de la SantT Publique (IRSP) in Benin, organized a five-day workshop in Benin to disseminate nutrition approaches and tools developed by agencies supported by USAID, including SARA. SARA inputs included workshop design, development of the training content, and provision of technical background materials.

The approaches and tools presented included the SARA Trials of Improved Practices (TIPS) consultative research method, AED/PROFILES nutrition advocacy tool, the BASICS Minimum Package of Essential Nutrition Actions, and SANA tools on program monitoring and evaluation and district planning of community nutrition programs.

Value Proposition

Training institutions in West Africa have faced challenges designing effective programs because of lack of access to innovative approaches and tools. The workshop was developed to ensure that trainees have access to the latest tools and approaches so that they can consider and test nutrition actions before they are implemented into health education or child health programs.

Results

Twenty participants from sixteen training institutions in nine West and Central African countries (Benin, Burkina Faso, Cameroon, Democratic Republic of Congo, Guinea, Mali, Niger, Senegal, and Togo) attended the workshop and drafted action plans for integrating the approaches and tools into their training curricula. It is hoped that the training institutions will begin to integrate these tools into their training curricula.

Issues

Training institutions from Cameroon, Guinea, Niger, and Senegal have submitted their final action plans together with a request for support from BASICS and SARA to assist in revising the training curricula. SARA and BASICS will continue to provide support for follow-up activities to assist in the integration process.

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KM Item Type

Other Knowledge Sharing

Organization   *Africa*

Inventory   *137*

Information Dissemination Centers

Description

The SARA Project and its partner institution, the Commonwealth Regional Health Community Secretariat (CRHCS) in Tanzania identified and supported eight information dissemination centers (IDCs) from seven countries in East and southern Africa to become more proactive in disseminating nutrition and reproductive health information.

The role of these country dissemination centers was to disseminate regional information, collect country-specific information and grey literature and to conduct greater outreach to ensure that policy makers and program managers had access to the information. They operated with support from a technical task force that guided the activities of each IDC.

SARA provided small seed grants to support information dissemination center (IDC) activities. The information specialist from CRHCS coordinated the IDC coordinators, helped them develop work plans and then followed up with the coordinators on a regular basis to ensure that the centers were adhering to the work plan.

The SARA project, Academy for Educational Development in Washington provided technical and financial assistance to CRHCS. SARA is funded by USAID's Bureau for Africa, Office of Sustainable Development.

Value Proposition

Promotion of health policy and programmatic changes requires access to current research findings, prepared in formats that facilitate understanding and use. The purpose of this activity was to increase the use of research, analysis, and information in support of improved health and nutrition in East and southern Africa.

Commonwealth Regional Health Community Secretariat (CRHCS) and the Support for Analysis and Research in Africa (SARA) project had numerous regional health publications but no mechanism to systematically disseminate them within countries in the region. This project was developed to strengthen the capacity of African institutions to collect, collate, and distribute relevant information in a timely manner and increase information access at the policy and programmatic levels in the areas of reproductive health and nutrition.

Results

The IDCs engaged in a range of different activities which were not always the same in all centers. This included collecting grey literature and developing annotated bibliographies, holding policy seminars, repackaging information, developing dissemination lists and thinking strategically about how to disseminate information, developing relationships with media and outreach strategies.

One example of the role of IDCs is as follows...CRHCS repackaged groundbreaking research on maternal mortality into a policy action booklet. This was disseminated widely through the IDCs who sent it to their mailing lists and organized policy seminars for policy makers to understand and discuss the issue and its consequences in their country. In several countries, country-specific information was repackaged to support the regional policy booklet. Following these seminars, the booklet was repackaged into a drama for Zimbabwe audiences and this drama was adapted by the Zambia IDC for a Zambian audience.

Some results include:

+ The IDC coordinators became more outreach oriented. In general, the coordinators have remained the same over the 8 years since the project was begun. Many have grown professionally and have been invited to speak at conferences and hold official positions in information networks, etc.

+ In its strategic plan 1999-2004, CRHCS included a separate program on information communication and technology. Health Ministers saw the importance of information dissemination and created a coordinator post at CRHCS. This position, however, has never been funded adequately.

+ Health ministers recognized the problem of unsafe abortion and some policy change has occurred in the countries of the region to deal with the consequences of unsafe abortion. The USAID-funded PAC initiative in this region has since taken the issue much further.

Issues

Organization *Africa*
Inventory *138*

Information Dissemination Centers

Creating and sharing local content is a huge responsibility and increasingly demanding and complex. To achieve results, more investment is needed in terms of time, facilities, staff, training, and more support and stronger commitment is required from governments and donors.

Collection of grey literature is not easy. Researchers are sometimes uncooperative or unwilling to share information, and facilities and funds to copy the information are not always available. However, compilation of bibliographies and production of issue summaries may stimulate researchers to contribute their work.

Country dissemination centers are strategically placed to assist in organizing information so that it is accessible to researchers, policy makers, media, etc. but this function needs to be supported with additional small amounts of funding. This started with the bibliographies and policy seminars, but could continue with centralizing collection of information and searchable electronic databases. However, when adding work to an existing center that already has a full complement of activities, results take longer to achieve.

Skills/Resources Needed to Proceed Further

The greatest challenge facing any dissemination activity is the need to repackage information differently for various audiences. These skills are critical, yet scarce. Moreover, repackaging information takes valuable resources that are often unavailable.

+ Content experts or a team of experts are required to identify what research needs to be repackaged. But who should be trained to repackage material technical content experts or information specialists or are both required to do the job?

+ Information and dissemination are activities that are often forgotten and not included in research studies or budgets. It is critical to educate researchers, donors, and policy makers to include information and dissemination activities in all research activities and budgets---otherwise the information is put on a shelf and not used and incorporated into strategies to change and improve the situation.

Other Lessons

+ A regional coordinating body with specific functions is critical. The functions of a regional body include providing guidance and motivation, linking IDCs to other opportunities, groups and to potential funding and resources, providing technical assistance, and offering opportunities to reflect and measure success.

+ The most active centers had a technical person who championed the activities of the center and provided leadership, vision, motivation, support and guidance to the IDC coordinators.

Replication

+ The SARA Project tried unsuccessfully to replicate this activity in West Africa. Although an initial workshop was held with teams of three from each country, the regional institution did not assign a person to oversee this project who could devote enough time to nurturing the country teams. In addition, although the regional institution promised some initial resources, these were not forthcoming.

+ To replicate this process a regional institution must be committed to and involved in designing a project and see the value of such a network for disseminating its own information. A person must be available to coordinate this activity and provide appropriate guidance, motivation and opportunities. Appropriate existing information centers must be identified and brought together to define a role and strategy for making information more accessible. This requires financial resources.

Information Dissemination Centers

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PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   *Africa*

Inventory   *138*

Zambian Health Info Dissemination and Repackaging

Description

The USAID/Zambia mission approached the Africa Bureau and the SARA Project to request assistance in repackaging information for the many activities in its health portfolio. The SARA Project agreed to provide some technical assistance to the mission's partners in dissemination and repackaging. SARA's objective was to build Zambian capacity in dissemination and repackaging so that those trained could be a resource to the mission for any upcoming dissemination and repackaging needs.

Value Proposition

Information is a critical resource, but too often the information is not available in a format that people can understand or use. In addition, the information sometimes exists but is not disseminated properly so people do not have access to it. It is critical for projects and organizations to plan ahead for repackaging and dissemination needs, both to share the knowledge and to promote the lessons that have been learned so groups do not reinvent the wheel. The SARA project works with African institutions to help them understand the principles of dissemination and to begin to think about ways to repackage information so that people can use that information to inform their work.

Results

The dissemination workshop highlighted the need to identify target audiences and the most appropriate formats and channels in which to deliver information for those audiences. The group also discussed the challenges associated with dissemination and identified current dissemination opportunities that they could harness. The workshop also touched on some of USAID's key information dissemination needs, which focused on ways to disseminate information to the world and the U.S. Congress about Zambia's improved health outcomes resulting from USAID's contributions.

The repackaging workshop focused on identifying different formats that would be relevant to policy audiences, in particular. Participants practiced with exercises on eliminating jargon and identifying policy findings and implications.   Then the participants read through and evaluated some success stories and practiced writing their own. They also learned about policy briefs/fact sheets and started to write one of their own. To break up the exercises, and at the request of the participants, SARA designed a layout session for the participants to think about how to present the material visually. The objective of the session was not to teach a new software, but to have participants think about the visual effects and different ways of grabbing peopleÆs attention with pictures, photographs, font styles, layout styles, pull quotes, colors, etc. The final session was learning about press releases and press events. Timing did not allow for the participants to complete a press r!
elease, but they did practice writing a hook and the first paragraph that had to answer questions of who, what, where, how, when, and why.

With this practical experience, the participants were invited to share drafts with the workshop leaders. Several participants did send repackaged materials for comment and have been working to disseminate information more widely.

Issues

Clearly the work of USAID/Zambia and its partners is interesting and is yielding results. We believe this workshop was a valuable introduction to the dissemination and repackaging process for the participants and their organizations. Strategies need to be developed to ensure that this information is appropriately disseminated. The challenges are for the participants to transfer their new skills and knowledge to their peers and organizations and for the organizational leaders to provide adequate time and resources (human and financial) to improve the dissemination of Zambia health information both within the country and in the international arena.

Organization   *Africa*
Inventory   *143*

Zambian Health Info Dissemination and Repackaging

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KM Item Type

Other Knowledge Sharing

Organization   *Africa*
Inventory   *143*

Promising Practices for HIV/AIDS

Description

The SARA project gathered promising practices from PVOs on their approaches to HIV/AIDS in Africa. These practices are multisectoral in nature. Through the PVO-USAID Steering Committee on Multisectoral Approaches to HIV/AIDS, SARA developed a format and compiled 22 promising practices and were reviewed and edited by a the PVO-USAID review committee to get the most substantive information possible.

Value Proposition

HIV/AIDS is among the greatest challenges to sustainable economic, social, and civil society development today; it is a global crisis that undermines all aspects and all sectors of entire societies. An effective response demands committed, urgent and sustained action by alliances of individuals, organizations and governments. Furthermore, an epidemic as complex and as destructive as HIV/AIDS requires innovative and multisectoral responses beyond standard public health measures. The implementation of multisectoral HIV/AIDS programs warrants total national commitment and reduction in stigma associated with the disease. Thus all agencies governmental, non-governmental and private organizations engaged in development efforts need to have necessary information and knowledge to respond to HIV/AIDS as a major development issue. The PVO-USAID Steering Committee mentioned above wanted to highlight current activities that already seem promising and have the potential to be replicated. PVOs have been meeting with USAID for almost 2 years to discuss multisectoral approaches to HIV/AIDS. This compendium seemed a good way to disseminate some of the ideas that have been tried and tested in the field so other organizations do not have to invent the wheel. A particular emphasis has been on PVOs that are not engaged in the health sector so have less knowledge and background on addressing the impacts of the epidemic.

Results

The document has been disseminated by PVOs to their field offices, as well as through meetings. The document is currently being reprinted. Electronic versions will be available on several web sites. Although it is too early to determine, the hope is that PVOs and NGOs in the field will adapt some of the practices described, or at least explore with the contributing PVOs how they might integrate such a practice into their work. From June-August 2003, this document has been downloaded almost 1000 times from the SARA project web site alone.

Issues

The information in this document has been converted so that it is also available through the Advance Africa Compendium of Best Practices. It is also available on several different web sites. The document is being reprinted and will be more widely distributed in the future.

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HIV AIDS

Links

KM Item Type

Best Practices

Organization   *Africa*
Inventory   *144*

Using Data to Improve Service Delivery

Description

Using Data to Improve Service Delivery: A Self-Evaluation Approach is a guide that will help frontline health workers use data collected at health facilities to:
- solve common problems in service delivery; and
- improve their response to community needs.

The guide is intended for doctors, nurses, and midwives in community-based health centers. The overall aim of the guide is to promote greater use of existing service data to improve health services.

This user-friendly guide has been designed to help healthcare workers use data collected at their health facility to solve common problems in service delivery and improve their response to community needs. It is intended for doctors, nurses, and midwives in both community health centers and rehabilitated district health centers. The overall aim of the guide is to promote greater use of existing data in delivering health services. It outlines the five essential steps to self-evaluation using the examples of six essential services: prenatal care, assisted delivery, preventative infant visits, vaccinations, family planning, and community participation in health center management. Blank copies of data recording tables are provided.

The guide was produced by the Support for Analysis and Research in Africa (SARA) project with John Snow, Inc. (JSI), the Center for Applied Research on Population and Development (CERPOD), MEASURE, and the Academy for Educational Development (AED). It is available in English and French.

Value Proposition

In January 2000, the Support for Analysis and Research in Africa (SARA) project supported John Snow, Inc. (JSI) in determining how local health workers in Mali involved in the field testing area were using the self-evaluation guide developed by CERPOD and how it could be strengthened and revised to better address their needs. After being revised, a French self-evaluation guide was published in 2001. After further revision, an English version of the self-evaluation guide was printed in 2003.

Results

Conducting self-evaluation of health services using data already collected at the health facility can help health workers in many ways. Overall, self-evaluation will enable health workers to assess problems and discover new strategies for improving health services. Self-evaluation is not difficult, but it can take time. It works best when health workers take a special interest in improving their ability to meet health needs in the community. To be effective evaluators, health workers should also receive support from their managers and supervisors.

Issues

Using Data to Improve Service Delivery: A Self-Evaluation Approach is available in English and French from the SARA project, sara@aed.org.

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http://www.dec.org/pdf_docs/PNACT058.pdf

http://www.dec.org/pdf_docs/PNACN166.pdf

KM Item Type

Other Knowledge Sharing

Organization *Africa*

Inventory *148*

Designing by Dialogue

Description

Designing by Dialogue: Consultative Research for Improving Young Child Feeding provides tools to design, implement and analyze formative, consultative research which can be used to design effective programs to improve infant and young child feeding. This step-by-step guide describes how to: define key problems in child feeding practices; identify simple and effective actions to improve child feeding within the household; test and analyze these practices; and develop effective strategies to promote these practices. The ten-chapter manual describes the different phases of the research process and offers suggestions for using the process.

Phase 1 consists of reviewing existing information and designing the research.
Phase 2 explores formative research methodologies.
Phase 3 suggests ways to link research to actionùfinding appropriate uses for the research. The final chapter describes how to adapt the approach for training. This manual was published by the Support for Analysis and Research (SARA) project in 1997 in English and French. A Spanish language version was also produced (by the BASICS Project). A Training Guide for Designing by Dialogue was produced by SARA, Sustainable Approaches to Nutrition in Africa (SANA) project, and Social Science and Medicine Africa Network (SOMA-Net).

The manual is intended for people planning large-scale programs to improve young child nutrition. It may also be useful for people doing applied research to help program planners, working in nutrition communications, or training nutrition counselors. Users should include a team with expertise in nutrition, research, and communications.

Value Proposition

The HHRAA strategic framework Setting Priorities for Research, Analysis, and Information Dissemination to Improve Child Nutrition in Africaö was developed by SARA and published in August 1995. Two of the four major recommendations for priority areas emanating from this paper, including the need to improve programs addressing young child feeding and the need to build capacity for program-related skills in nutrition, set the stage for the development and use of Designing by Dialogue.

In addition to the recommendations from the strategic framework, the decision to develop this tool was based on a previous SARA-supported review paper on lessons learned from African programs using a similar research approach. This review found that program planners and nutrition communicators needed easy-to-use tools and practical methods to determine nutrition-related beliefs and practices and their potential for improvement, as well as guidance on what constituted appropriate young child feeding practices at various ages in order to improve the quality of their programs. Without this information, educational messages and advice were too general and impractical, limiting their potential impact. Consensus was building that programs should emphasize appropriate feeding during health as well as illness in order to have a greater impact. Designing by Dialogue addresses these gaps by providing user-friendly research tools and materials and a process for using research results to shape educational messages and strategies for improving young child feeding practices during illness as well as health.

Results

Examples of the impact that Designing by Dialogue has had include:

- In Ghana, the national code on breastfeeding and infant feeding was translated into local languages for community leaders to use.

- In many countries, it has been used for adapting IMCI feeding recommendations.

- In South Africa, Zambia, and Zimbabwe, the consultative research methodology was used to identify infant feeding options for HIV-positive women in rural areas.

- In Benin, it was used in the training of NGO and MOH staff.

Issues

Designing by Dialogue is available in English and French from the SARA project, sara@aed.org.

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Designing by Dialogue

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Links

KM Item Type

Other Knowledge Sharing

Organization *Africa*

Inventory *149*

Sustainable Community Nutrition Programming

Description

Best Practices and Lessons Learned for Sustainable Community Nutrition Programming is a reference document for planners, implementers and managers of community nutrition programs. Aiming towards improving the efficacy and sustainability of community nutrition programs, this document presents optimal practices and lessons learned from actual programmatic experiences in West Africa. In addition, it provides pertinent tools to be used in the various phases of planning and implementation of sustainable nutrition programs. Furthermore, this document suggests means of collaboration between government and nongovernmental partners and advocates nutrition as an integral aspect of development. The document was published by the Support for Analysis and Research (SARA) and Sustainable Approaches to Nutrition in Africa (SANA) projects in 1999 in English and French.

Value Proposition

By 1997 there was agreement about what the factors are for successful community nutrition programs. However, most successes with community nutrition programs continued to be realized with small-scale interventions, and most efforts to scale up successful local programs or projects failed. In 1997, SARA, SANA, BASICS and Organization for Food and Nutrition Research in Africa (ORANA) established the ôRegional Initiative for the Reinforcement of Capacities in Community Nutrition.ö One of the activities of this initiative was the collection and dissemination of best practices and lessons learned from community nutrition programs in sub-Saharan Africa to improve the effectiveness of community nutrition programs.

Results

The paper has been widely disseminated with over 5000 copies requested. In Senegal, the document was used in the evaluation of the PAIN (Integrated Package of Nutrition Activities), to determine whether the basic stages of setting up a community program had been followed. The methods and findings were shared in East and southern Africa, where a similar exercise was undertaken by other projects.

Issues

Best Practices and Lessons Learned for Sustainable Community Nutrition Programming is available in English and French from the SARA project, sara@aed.org.

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Links

KM Item Type

Best Practices

Organization *Africa*
Inventory   *150*

Integrated Disease Surveillance and Response

Description

The World Health Organization's Regional Office for Africa (WHO/AFRO), with support from USAID's Africa Bureau, Office of Sustainable Development (AFR/SD) and other partners has been working with African countries to scale-up implementation of Integrated Disease Surveillance and Response (IDSR). The SARA project was asked to assist WHO/AFRO in documenting the progress of IDSR in six African countries to develop a dissemination strategy for sharing information discovered by this documentation exercise. SARA gave a presentation on dissemination to the team and worked with the authors to finalize the country reports and repackage the information into shorter briefs for policy makers and program managers.

Value Proposition

Figuring out how to share information is often left until the last minute and then distributed haphazardly. The goal of this activity was to help the IDSR team think through a strategic communication and dissemination plan for information sharing before starting the documentation exercise. SARA worked with the partners in this exercise and the documentation team to develop appropriate products and a dissemination strategy.

Results

SARA involvement in this exercise was critical in producing materials that are accessible to a range of audiences, particularly policy makers and country health ministry officials and program managers who can influence the implementation or strengthening of the IDSR initiative in their countries. The policy briefs were produced in collaboration with the IDSR partners and are being disseminated widely by WHO/AFRO. Country reports were produced on a limited basis and made available to each country to distribute.

Issues

We anticipate that this experience in developing a dissemination strategy from the beginning will influence the participants in this exercise in the future. Most of the participants have appreciated understanding from the start what documents would be produced and by whom. The products have been well received thus far and USAID and WHO have pledged continued support to countries for scaling-up IDSR implementation. Many countries in the African region are just beginning to implement the IDSR strategy, so we anticipate that these briefs will be of particular interest. In addition, SARA will be sharing this activity with a global audience in October 2003 and present it as a model for other WHO member countries from around the world to document their experiences, share lessons learned and reach their target audiences to strengthen and scale-up IDSR.

The briefs are available on request from the SARA project, at sara@aed.org.

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Links	*KM Item Type*
	Other Knowledge Sharing

Organization   *Africa*
Inventory   *151*

ECSA Pre-service Training Curricula Review

Description

Chairpersons of department of medicine, pediatrics, community health, obstetrics and gynecology, nursing and nutrition collected and reviewed existing pre-service training curricula in the 12 East, Central and Southern Africa (ECSA) Health Community Member states. The identified gaps and proposals for improvement were discussed and consensus reached in a workshop held August 2002. Action plans to roll out the curricula reviews and inclusion of the HIV/AIDS content into regular teaching at country level were developed. SARA supported and facilitated this process. The report containing the analysis, curricula content and action plans to roll out revisions at country level has been disseminated to the 12 ECSA countries (departments of medicine, pediatrics, community health, obstetrics and gynecology, nursing and nutrition). The recommendations were also presented to the Deans of the medical schools and Health Ministers. The Conference of Health Ministers endorsed roll out of the new curricula content.

A number of institutions in the region have initiated advocacy activities with their Ministries of Education, Ministries of Health, university councils and lecturers themselves to ensure that the roll out activities are supported by all stakeholders.

ECSA/HC spearheaded this effort. Other regional institutions involved are the WHO/AFRO and East and Southern Africa UNAIDS Task Team. National institutions involved are the medical schools in Kenya, Lesotho, Malawi, Mauritius, Mozambique, Seychelles, South Africa, Swaziland, Tanzania, Uganda, Zambia, and Zimbabwe.

Value Proposition

Around 2000, the ECSA policy and technical authorities identified a major gap in the training of medical and allied professionals to provide them with knowledge and skills for HIV/AIDS prevention, care and support. Whereas the HIV/AIDS epidemic has changed the health and disease epidemiology as well as clinical presentation, care and treatment needs, training curricula had not changed much to respond to these needs. The Health Ministers decided that the appropriate response was for the ECSA Health Community Secretariat and its partners to develop and implement a program for the review of curricula and teaching to incorporate HIV/AIDS content in pre-service training as a means of accelerating the availability of qualified professionals.

Results

From this activity:
- Universities in 12 countries are modifying the HIV/AIDS content in pre-service training for medical and allied professionals.
- Countries are already incorporating the suggested content into their teaching.
- Examinations are in the process of being modified to reflect the new HIV/AIDS content in several countries.

Issues

Lessons learned:
- Work on changes needed for HIV/AIDS in pre-service curricula, pointed out the need for establishing a systematic mechanism for regularly changing pre-service curricula to incorporate state-of-the-art changes in medical care.
- A process for regular curricula revisions needs to be put in place in all training institutions.
- More stakeholders, e.g., ministries of higher education and professional associations, should have been involved in the early stages of the design of this activity to facilitate buy in. This will happen in national level activities.

Challenges encountered included:
- Adaptation of work plans at national level and preparation of funding proposals for the country roll out has been slow. The HIV/AIDS Coordinator at the ECSA Health Community Secretariat is assisting the focal point persons in each country with this process.
- The process of changing examination content is slow and difficult.
- There are plans to discuss this issue with the Deans of Medical Schools during the July 2003 ECSA Deans meeting.

The country roll outs will be completed with assistance from the ECSA Health Community Secretariat, the Support for Analysis and Research in Africa (SARA) project and USAID/REDSO including assistance with reviewing roll out plans, monitoring implementation of the roll out, and repackaging and disseminating revised curricula.

Organization   *Africa*
Inventory   *152*

ECSA Pre-service Training Curricula Review

Contact

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Category

PHN

Links

KM Item Type

Lessons Learned

Organization *Africa*

Inventory   *152*

Multisectoral Approaches to HIV/AIDS CD-ROM

Description

USAID's Bureau for Africa, Office of Sustainable Development (AFR/SD) requested that the SARA project compile all the USAID-funded toolkits on multisectoral approaches to HIV/AIDS onto one CD-ROM for the XIV International AIDS Conference held in Barcelona, Spain, June 2002. The SARA Project compiled the seven toolkits, produced 1000 CD-Roms. These were largely disseminated at the conference and have been made available to those who requested

Value Proposition

In January 2001, 40 leaders of the private voluntary organization met with USAID/AFR/SD and agreed that a multiple sector response was required by the development community to mitigate the HIV/AIDS pandemic in sub-Saharan Africa. The HIV/AIDS International Conference provided a high profile forum for which information and tools on multisectoral approaches to addressing HIV/AIDS could be disseminated. The main goal of the Barcelona AIDS conference was to ensure that knowledge gained from science and experience is now translated into action.

Results

The SARA-produced CD-ROM provided highly pertinent information to a targeted audience in a key forum. The CD-ROM was well received and has generated significant interest in using multisectoral approaches and interventions to combating HIV/AIDS. In October of 2002, USAID PVO Steering Committee held a three-day Washington DC based conference addressing the needs and challenges facing PVOs and NGOs in Sub-Saharan Africa. Since then a compendium of promising practices from Africa on Multisectoral Approaches to HIV/AIDS has been produced and disseminated widely.

Issues

The information on this CD is relevant and available for those organizations and countries interested in applying the knowledge in these toolkits.

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Links

KM Item Type

Knowledge Asset

Organization   *Africa*

Inventory   *154*

Rethinking HIV/AIDS and Development

Description

USAID's Africa Bureau with support from the SARA project convened the 2nd Consultative Meeting in Washington on Rethinking HIV/AIDS and Development: A Review of USAID's Progress in Africa. This meeting reviewed lessons learned and progress that had been made since the first meeting in 1999 and identified new directions to take. USAID and selected staff from other agencies deliberated for two days on the development crisis resulting from high and growing HIV/AIDS prevalence rates in Africa. Participants broke into small sectoral groups to discuss the strategies that had already been tested and lessons from them. They then tried to develop sectoral action plans for the next 2-5

Value Proposition

HIV/AIDS is a crisis that expands beyond the health sector and will soon touch everyone in Africa. It is a development problem that defies easy answers and routine solutions and requires creativity, synergy and collaboration from all sectors of society to find solutions to mitigate and prevent the expansion of the epidemic. Mitigating HIV/AIDSÆ impact on different sectors and the economy is an important yet neglected element of the HIV/AIDS program. Each development sector needs to identify and adopt the HIV/AIDS activities that support the achievement of its sectoral objectives.

USAID has been in the lead on this issue and wanted to share knowledge and progress since the first meeting in 1999 with other partners, donors, colleagues, and collaborating agencies interested in the subject.

Results

 - USAID has become the leader in the area of multisectoral approaches to HIV/AIDS within the NGO and international donor community. Internally champions for multisectoral activities have been advocating to get this issue more solidly on the agency agenda.

- The Africa Bureau sponsored a working group PVO-USAID Steering Committee on Multisectoral Approaches to HIV/AIDS in Africa to share information and lessons learned among the PVOs, especially those not working in health who sought more information on mitigating the effects of HIV/AIDS on their projects in the field. This Committee organized a conference and sponsored the compilation of a compendium of promising practices. (These activities are described in another entry in this inventory.)

- USAID's PPC Office has taken the lead on multisectoral issues in the agency. In early 2003, PPC held a meeting on the impact of HIV/AIDS on the agriculture sector and a two-day meeting on multisectoral issues to see where sectors are. PPC is also currently developing a policy for the agency on multisectoral responses.

- USAID's child survival guidelines have been revised and are now more flexible to be used by different sectors.

- EGAT formed its own working group on HIV/AIDS and this group helped promote the knowledge sharing of multisectoral HIV/AIDS within the Agency.

- Zambia mission has submitted a comprehensive multisectoral HIV/AIDS strategy in which HIV/AIDS is integrated into all development sectors. Other missions have incorporated multisectoral elements into their strategies.

- In 2003 Zambia created a separate strategic objective on multisectoral strategies for HIV/AIDS. Other missions are also trying to develop an SO on multisectoral approaches to HIV/AIDS.

- In South Africa, USAID-funded economic analysis work on HIV/AIDS impact on small businesses has changed the policies of the government toward small businesses. In addition, the government increased its budget allocation for HIV/AIDS. USAID-funded analysis work on large companies found that companies shift the burden of HIV/AIDS back to the government and the communities. This analysis is causing these large companies to rethink their practices.

- The South Africa mission developed a program for training parliamentarians in financial management and in HIV/AIDS. This program has been highly successful and the government has mandated that budget committee members must go through this training program.

Issues

Organization   *Africa*
Inventory   *158*

Rethinking HIV/AIDS and Development

The commitment of the Agency to this issue indicates that it will progress in the future. In June 2002, the USAID administrator sent a cable to the entire agency that called for all sectors to address the HIV/AIDS problem. years.

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Category

HIV AIDS

Links

KM Item Type

Other Knowledge Sharing

Organization   *Africa*
Inventory   *158*

REDUCE

Description

To raise awareness of the high costs of inadequate attention to maternal deaths and disabilities, in 2000 USAID's Bureau for Africa / Office of Sustainable Development (AFR/SD) supported AED through the SARA Project to develop and test a safe motherhood advocacy and policy development tool called REDUCE. The REDUCE process brings together a multidisciplinary team of local experts to review national and international data, identify priorities and strategies for safe motherhood, and develop an advocacy plan and presentation for various audiences. USAID supported the first applications of the REDUCE process in Uganda and Senegal.

Value Proposition

"For a woman in labor, the grave is open and ready." This Yemeni proverb expresses the grim reality for many women throughout the world. Despite a set of lifesaving strategies that can work in low-resource settings, an estimated 515,000 women die each year from maternal causes and at least l5 million suffer injuries, infection, and disabilities. Despite the huge human and economic toll of maternal mortality and disabilities, governments, their partners, and civil society are relatively uninformed about the causes and consequences of poor maternal health as well as the solutions. Increased attention to maternal health services and well-focused community interventions can make a sizable difference to both maternal and newborn survival.

Results

USAID's initial investment in the development and testing of the REDUCE model showed the potential of this advocacy tool and helped to engage other partners including government agencies, international donors, and NGOs in advocating for safe motherhood. The World Health Organization's Africa Regional Office has used REDUCE as part of its Making Pregnancy Safer Initiative in Ethiopia, Mauritania, Mozambique, and Nigeria. WHO/AFRO also used REDUCE to develop an advocacy presentation for sub-Saharan Africa. Recognizing the need for advocacy on newborns and the close links between maternal and newborn health, Save the Children, through the Saving Newborn Lives (SNL) initiative, supported AED in the development of the newborn model (called ALIVE) that builds on REDUCE. In 2002 SNL supported the application of REDUCE/ALIVE in Viet Nam.

Examples of some of the events that have transpired since the REDUCE process was initiated suggest that REDUCE has helped mobilize maternal health advocates in several countries to develop, coordinate, and implement action plans for safe motherhood advocacy and program implementation.
ò In Senegal USAIDÆs bi-lateral MCH and Family Planning Project used REDUCE to advocate for the removal of legal barriers to reproductive health, raise awareness of safe motherhood at the district level, and create persuasive media messages.
ò In Nigeria REDUCE was used to train reproductive health managers in all sites where the Making Pregnancy Safer program had been initiated. At Lagos University the model was used in the training of public health nurses, midwives, and post-graduate students of public health and obstetrics/gynecology. The REDUCE advocacy presentation was also shown and distributed to the First Lady, the Federal Minister of Health, five State Assemblies, all 31 State Directors of Primary Health Care, and all reproductive health focal persons in the 774 Local Government Authorities in the country. The Federal Minister of Health has directed his ministry to embark on a ôNational Program on Maternal Mortality Reduction.ö With financial support from UNFPA, the ministry conducted a rapid appraisal of health care facilities on their preparedness for emergency obstetrical care. The findings will be used in the development of the National Program for Maternal Morbidity Reduction.
ò In Mozambique REDUCE was used to raise funds from DFID for Making Pregnancy Safer initiatives.
ò In Viet Nam the MOH, with technical input from the UN and NGOs in Vietnam and funding from the Royal Netherlands Embassy, has developed a five-year Master Plan for Safe Motherhood and a two-year operational plan.

Issues

One of the Millennium Development Goals is to reduce the maternal mortality ratio by three-quarters between 1990 and 2015. REDUCE is proving to be an effective tool for generating the commitment to achieve this goal. A tool to monitor REDUCE and other maternal health advocacy activities was developed and pretested by the SARA Project in Uganda and Nigeria in 2003. This tool will be used to guide monitoring activities in other countries.

Organization *Africa*
Inventory   *163*

REDUCE

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Category

PHN

Links

KM Item Type

Knowledge Asset

Organization *Africa*

Inventory   *163*

West Africa Nutrition Focal Points Network

Description

In 1996, the West Africa Nutrition Focal Points network was established, supported, and managed through two related regional institutions, the Organization for Applied Research on Nutrition in Africa (ORANA) and the Regional Center for Research in Food and Nutrition (CRAN) of the Organization for the Control of the Great Epidemics (OCCGE). Participation to the network was limited to the 9 Francophone member countries of OCCGE. However, the network needed both financial support and technical assistance to enable it to function actively and serve the information and training needs of member countries.

In 1999, the network expanded to include all sixteen countries of the Economic Community of West African States (ECOWAS). The network is coordinated by the West Africa Health Organization (WAHO), which emerged following the fusion of OCCGE and her Anglophone equivalent, the West Africa Health Community (WAHC). The main activity of the network is an annual meeting of its members to discuss technical and management issues related to nutrition problems, programs, and policies in the region, to share lessons from programs, and to make recommendations for regional action.

The Focal Points network is supported by USAID's Bureau for Africa, Office of Sustainable Development through its Support for Analysis and Research in Africa (SARA) project.

Value Proposition

Malnutrition has been a recognized concern across West Africa for several decades. Across the region, there are great similarities in the types of nutrition problems, underlying causes, and constraints to improvement among the individual countries. This has resulted in the need for the development of a regional approach for identifying research and training priorities, sharing lessons learned from program and policy implementation, and developing and adapting generic information and training materials to local needs in support of efforts and activities at the national level. The implementation of the regional approach required a regional organization or structure for coordination and development of a common vision and agenda for nutrition programming research and training in response to the problems and causes of malnutrition in the region.

Results

The annual nutrition meeting is now referred to as the annual nutrition forum in order to reflect the higher levels of participation, wider political profile, and broader agenda of the meetings.

At the country level, networking has resulted in the incorporation of Vitamin A in NIDS in eight countries and in the use evidence-based tools for nutrition advocacy in seven West African countries.

Issues

There has been considerable strengthening of the network following its expansion to cover all countries in the ECOWAS region. However, a great need exists to expand the activities of the network above and beyond the organization of annual meetings. In addition, the nutrition agenda of WAHO must be linked with this network. The development of a strategic framework has been a step in the right direction.

Despite considerable years of networking, no regional plan or program is in place, and there appears to be an uncertain level of regional and international support to facilitate the implementation of a regional nutrition agenda.

For a number of years, the network has advocated the establishment of national nutrition networks to serve as the link between the regional level and nutrition activities at the local level. To date, only three countries (Ghana, Senegal, and Mali) in the region have established such networks.

Organization   *Africa*
Inventory   *166*

West Africa Nutrition Focal Points Network

Contact

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Category

PHN

Links

KM Item Type

Community of Practice

Organization   *Africa*

Inventory   *166*

ANE Regional ICT Coordinator's Meeting

Description

Regional ICT Coordinator's meeting was held in the ANE region (Jordan) across 3 days, where 12 ANE countries and Washington experts gathered. Overall, 48 AID direct hires, PSCs, FSNs, contractors, and outside guests gathered to discuss (a) telecom policy reform activities, (b) private sector development activities, and (c) how to use the Internet as a tool for development.

Value Proposition

The target audience was the USAID Missions with the hope that each Mission could add various components to their programs, particularly those activities that have already been successfully pioneered by other USAID Missions.

Results

While the activity was completed two weeks ago, and thus difficult to determine the results, anecdotally, several of the delegates said they plan on using particular activities in their program. Hence, successful.

Issues

We either plan to have another regional ANE ICT Coordinator's workshop in 1-2 years, or have mini-meetings focusing on specific applications such as Health & IT, Education & IT, Democracy, Governance & IT, etc. Alternatively, the EGAT/EIT/IT bureau could host an agency wide ICT coordinators workshop.

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Category

Information Communication Technology

Links

KM Item Type

Other Knowledge Sharing

Organization   *Asia and Near East*
Inventory   *3*

Benchmetrix

Description

Based on work done for the Government of Indonesia, we developed a benchmarking tool called Benchmetrix. It is presently based on Access, and provides simple, graphically pleasing way to present complex, confusing and conflicting indicators and data. Benchmetrix (TM) is a wholly owned product of the group which did the original work for the Government of Indonesia.

Originally designed to provide a way to judge environmental compliance among industries in Indonesia, it has been adopted for a variety of other uses, including in benchmarking power sector utility performance (USAID/Egypt), environmental/systems performance of cement companies in India (USAID/India), environmental compliance of military facilities (Camp Pendleton, US Marine Corps), and is being considered as a tool to track environmental media within national medical laboratories, and performance indicators in a range of priority USAID sectors.

Value Proposition

Policy makers often need to compare data and information of varying levels of accuracy and robustness – trying to make sense of policies passed, effluents reduced, prices changes, and production systems adjusted proved to be so complex that it became impossible to provide clear, reasoned and actionable advise. This in turn made it impossible to share useful information across communities.

Benchmetrix was designed to bridge this gap. It is based upon complex but modifiable algorithms, that drive a benchmarking process, that tracks trends in a range of disparate indicators, providing a way to judge performance, in terms of one's own trends, and in comparison to others in the sector.

We have found this to be a powerful tool to help the flow of information and knowledge, even in communities with strong competitive interests in not sharing information.

Results

The tool has been extensively used in Indonesia, and has been very successful in meeting the needs of the Cement industry in India. In the cement sector Benchmetrix has significantly improved performance of individual production facilities, and has been accepted by the Cement industry members. USAID Egypt is exploring the use of the tool to share information on best practices in the power sector.

Issues

We have been developing a variety of other uses for the tool, to address the needs of related sectors, as well as consider how the tool can be used in supporting USAID Performance Monitoring Plans, as well as the monitoring needs of other USG agencies.

We are considering also how to adopt the tool to other data base platforms.

Contact

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Category

Management / Administration

Links

http://www.irgltd.com/irgltd/EMG/Comparison_2.PDF

http://www.irgltd.com/irgltd/EMG/PerformReport_2.PDF

KM Item Type

Technology

Organization   *Asia and Near East*
Inventory   *118*

The East Asia and Pacific Environmental Initiative

Description

Compiled and to the extent possible made available to partners implementing the East Asia and Pacific Environmental Initiative (EAPEI) key relevant laws, regulations, procedures, examples, tools and analysis to support the planning and implementation of environmentally sound conservation and development activities.

Much of the information assembled was available in electronic form and in some cases already identified on the internet and intranet sites of Bureaus.or their contractors. We assembled the information in convenient logical groupings. After initial posting and alerting the community several useful addition and corrections were made.

Value Proposition

EAPEI partners have responsibility for environmental compliance in the implementation of their grants but USAID lacked a public web site where information was easily available.

Results

Web page is at http://eapei.home.att.net/tools.htm

LAC Bureau has used the information to improve they provide internally to USAID/LAC Staff (See http://inside.usaid.gov/LAC/RSD/E/regulatory.html) and are developing a external site with this information. "It was especially useful to have links to so many Executive Orders - previously, our pages didn't have any."

Issues

It would be nice if the Agency had this information available on the Pillar Bureau or PPC external site. A link could be made from the "Partners" web page.

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Links	KM Item Type
http://eapei.home.att.net/Links/USAIDRegulations.htm	Knowledge Asset

Organization   *Asia and Near East*
Inventory   *124*

USAID West Bank & Gaza GIS Website

Description

A GIS-based Management tool for managing, tracking, evaluating, and planning USAID activities

USAID/WBG has developed a web-based GIS application in order to better track and manage the thousands of individual activities it is funding; that will be used by USAID staff, USAID partners, clients and the General Public. The overall main objectives of the system are as follows:

Improve the tracking and management of ongoing partner activities.
Help USAID better measure its output results.
Assist USAID in planning and evaluating its programs
Enhance the monitoring and evaluation of activities
Help USAID's partners to better plan, present and manage their
Provide better tools for planning and more up-to-date demographic data.
Help USAID to better reach its clients, stakeholders and the general public by making the system available on the Internet with superior reporting, mapping and querying capabilities.

The web-based application includes both GIS components (maps, geographic selection, buffer zones, etc.) and traditional MIS components (queries, reports, on-line updating, etc.). It is based on an architecture that combines SQL Server, Crystal Reports, and ESRI's ArcSDE and ArcIMS software packages. USAID/WBG contracted with Systematics Technologies, ESRI's distributor in Israel, and Good Shepherd Engineering of Bethlehem (a Palestinian company) to develop the system.

At present the system is up and running on USAID/WBG's internal LAN, where USAID users can track various projects, generate various maps and report.

Value Proposition

In 2002 USAID/WBG issued a tender bid for the development of "a geographic information system (GIS) to assist its Community Services Program (SO8) in better planning, monitoring and resenting its program".
Before developing the GIS, SO8 partners (12 USPVOS) used to use Excel to report thousands of activities on quarterly basis, which makes it very difficult for USAID staff to track what has been changed, deleted or modified. Also, the analysis, the comparisons and the aggregation of the thousands of activities from various partners and various sectors or governorates were almost impossible.

In addition, for partners, planning where to put new activities and who is working their, or mapping and visual presentation of projects were impossible

Results

Through the GIS system, USAID managed to standardize reporting, where all partners are using the same format, which is downloaded in to the database that could be queried to generate various types of reports and maps, and once finalized and uploaded on the internet, all partners will become capable to add/update their activities, generate various reports and maps on their own data, and use the system to know who is doing what and where in general, and to use the other available demographic data to better plan their new activities that respond to community needs, poverty, un-employment, and so on..

At present the system is being used by USAID/WBG's Community Services Program (SO8) with excellent results. CTOs are using the systems reports as a basis of their discussions with their counterparts at the SO8 PVOs regarding the status of the various activities. Engineers and CTOs who make field visits to sites report on any problems they uncovered in their visits and indicate in their brief on-line reports when they perceive that activity status information supplied by the PVO – for example, "percent completed" or "planned completion date" – are not justified by the facts on the ground.

The CTOs are learning to query the site visits on all of the relevant ongoing activities before meeting with a specific partner, using the system to quickly highlight specific problems, as well negative trends that (e.g. safety issues) that appear to be occurring more frequently with that PVO.

Summary reports and cross tabulations required by the director of the Community Services Program or by the Mission's management are being routinely generated by the system. The great flexibility supplied by the system's query

Organization   Asia and Near East

Inventory   125

USAID West Bank & Gaza GIS Website

Issues

The system is being administrated by USAID staff, where they can add new programs, partners, and son. In the coming months the GIS will be applied to the other five SOs in the Mission.

The system is heavily table-driven, and thus replicating the system at a USAID Mission in another country should not require major software changes. However, it would require the analysis-related tasks to modify the USAID/WBG defined types of activities and output measures, the training of USAID and partner personnel, the off-the-shelf software, two hardware servers, two country-specific GIS layers of villages and provinces with relevant demographic data, and additional background GIS layers (e.g. interurban roads, rivers, bodies of water, etc.) that the mission deemed useful. Theoretically it should be possible to scale up (and modify) the system so that it could operate on the Internet from a couple of powerful servers located in one place in the world, in order to serve several missions. This would likely reduce the costs for replicating hardware servers and off-the-shelf software, but most other tasks and costs related to implementing the system at a new mission would remain.

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Category

Management / Administration

Links

KM Item Type

Management Tool

capabilities have provided quick, accurate answers to over a dozen ad hoc questions posited by management. In addition, CSP has begun asking questions based on maps and reports generated by the GIS. For example, in the West Bank in most governorates education activities make up around 40% of CSP's activities (by $); then why in a couple of governorates is it under 10%, while in one governorate is it close to 80%? Basically, the GIS at present is helping USAID/WBG ask more sophisticated questions – while the answers are typically found outside the system.

Organization   *Asia and Near East*
Inventory   *125*

PVO Registry and Country Online Report

Description

The Office of Private Voluntary Cooperation – American Schools and Hospitals Abroad (PVC-ASHA), has interactive databases containing information about USAID-registered private voluntary organizations (PVOs). The databases are developed and maintained by our contractor, Dimensions International, Inc. The interactive databases are linked to USAID's Web site. Visitors to USAID's Web site, have access to financial and programmatic information about each PVO registered with USAID.

Interactive Online U.S. and International PVO Registry
The online U.S. and International PVO Registry is a searchable database of PVO information, which is updated nightly. The registry provides point-of-contact information, financial data, and descriptions of the sectors and countries in which PVOs work.

Country Report Online
The online Country Report is a comprehensive summary of the PVC awarded grants and cooperative agreements by region and country. This searchable database allows you to generate and print custom reports specific to your country selections.

Value Proposition

The initial motivation for establishing these databases was to offer PVC, USAID/W, overseas Missions, and the PVO community up-to-date information on PVOs registered with USAID. The database is updated nightly and allows grant officers data to determine whether an organization is eligible for USAID resources such as grants, cooperative agreements, and subventions.

Results

The database has proven to be a great resource for Freedom of Information Requests, research questions, overseas Missions, the Office of Procurement, and congressional inquiries on behalf of constituents.

Issues

PVC will begin to post information pertaining to the 20 percent congressional privateness mandate for PVOs to the USAID Intranet. Staff will no longer have to rely on USAID cables and will have up-to-date information.

PVOs are required to submit updated demographic information while registered with USAID. This information is entered into a database that updates the online PVO Registry site nightly.

PVC cooperative agreement information is entered in a database annually, and is used for the online Country Report site.

PVOs are required to submit updated demographic information while registered with USAID. This information is entered into a database that updates the online PVO Registry site nightly.

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Links   *KM Item Type*

http://www.pvo.net/usaid/   Knowledge Asset

www.pvo.net/cr/

Organization   *Democracy, Conflict and Humanitarian Assistance*
Inventory   *4*

www.usaid.gov

s

Organization *Democracy, Conflict and Humanitarian Assistance*
Inventory *4*

OFDA e-Rooms and Abacus

Description

1. ERooms - OFDA used an eRoom to facilitate info sharing between Response Management Team (RMT) in DC and Disaster Assistance Response Team (DART) in Iraq. Sponsored by OFDA's senior management. 2. DART and RMT needed to be able to share info between each other and with OFDA and other offices within USAID and State Department. Major areas of info involved travel tracking of team members, information products produced, grant documents, communications plans, etc. 3. Email requirements were greatly reduced. Tracking of document versions facilitated. Ease of access to information from offices outside the DART/RMT. 4. Plans to roll out eRooms to all teams in OFDA. Need to train all personnel to use software. Need to train users to manage the way information is stored.

For Abacus:
1. Abacus is an internal budgeting, programming, tracking, reporting and information management system created for the Office of US Foreign Disaster Assistance (OFDA). Abacus is a tool used to assist OFDA in manageing its worldwide operations. The intended users of the system are Program Managers, Regional Coordinators, Senior Management, the Disaster Operations Specialists (DOS) and the Finance Team.

Program Managers and Regional Coordinators use the system to initiate new projects, to approve and to manage procurement actions. Senior Management uses the system to manage allocation of budget and monitor the planning process. The Disaster Operations Specialists use the system to create new procurement actions, track various programs, and manage their interactions with the awardees associated with these programs. All users are able to track program information through this complex tracking system.

Abacus improves the credibility of OFDA programming through clear and uniform reporting.

Value Proposition

The capabilities identified in #1 were needed by the office and did not exist to the extent required (and in many cases not at all) in the Agency systems (NMS and Phoenix).

Results

Office staff are now able to meet the requirements identified in #1.

Issues

We are in the final phase, which is to build and incorporate a Post Award module. A team within the office will be responsible for technical and user support.

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Category

Management / Administration

Links

KM Item Type

Technology

Organization *Democracy, Conflict and Humanitarian Assistance*
Inventory   *147*

Training Intervention On-Line (TIOL) database

Description

This database provides USAID E&E Mission staff and their contractors and grantees a standardized format for developing strategic training plans and activities.

The concept for the TIOL database was initially developed by E&E Bureau staff (E&E/EEEUD) in mid-1997. A database prototype was rolled-out and tested during 1998 -1999 with support from E&E's technical assistance contractor Aguirre International. Since January 2000, the database has been redesigned and upgraded a number of times and is currently maintained by EGAT/ED/PT's technical assistance contractor. It is currently housed on the external USAID E&E Regional Participant Training website @ www.eetraining.net with links to USAID's website

Value Proposition

As noted above, this database -which is password protected- was initially established by the E&E Bureau's training office (initially within E&E/EEUD and then within E&E/EEST) to provide training assistance to USAID staff, contractors and partners in the E&E region. The overriding purpose of the database is to provide Mission staff and/or contractors and grantees a standardized format for developing training plans and interventions that support achievement of strategic objectives and immediate results. Additionally it is an electronic means of sharing strategies, best practices, and training interventions that work.

Results

Currently, the Training Interventions On-Line (TIOL) database supports the strategic development of training plans for 11 E&E Missions. Approximately 200 users have been assigned passwords and utilize the system. Missions and associated users can be added on request.

TIOL provides Mission staff and their implementing partners with a standardized format for developing strategic training plans. The database provides a format for developing the three functional parts of a strategic training plan: the Executive Summary/Narrative; the Summary Table; and Training Intervention Concepts (TICS)/Training Intervention Request Forms (TIRFs). Mission managers can prepare customized Mission Training Plan reports by selecting the range of data to be included in a specific report. This customized report feature gives Mission management options to control the report output format, including the sorting of data selection for up to ten report columns.

The database serves as an online repository for training interventions and is organized by Fiscal Year/Quarter, Country, and Strategic Objective. Because Missions can review other Missions approved concepts and interventions, the database allows training professionals to share "best practices" for results oriented training activities.

Missions that have access to the database have agreed to enter their respective training plans into the system each fiscal year. Thus the database reflects each participating Mission's training activities on an ongoing basis.

Issues

When the responsibility for managing the E&E participant training program was transferred to the Bureau for Economic Growth, Agriculture and Trade's Office of Education (EGAT/ED) in September 2002, management decided to evaluate the possibility of modifying and rolling out the database worldwide. This process is currently underway. USAID's EGAT/ED Participant Training Team will continue to work with its technical assistance contractor on this activity.

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Category

Cross Sectoral

Links

http://www.eetraining.net

KM Item Type

Best Practices

Organization Europe and Eurasia
Inventory   6

Improved Environmental Compliance DB and Training

Description

In January 2000, the E&E Bureau Environmental Officer (BEO) and Regional Environmental Officer (REO) based in AIDW launched an initiative aimed at an Improved Environmental Compliance Database and Environmental Compliance Training for USAID and its partners based in Washington and overseas. This was due to an anticipated increase in Initial Environmental Examinations from 30 in year 2000 to 154 in year 2001, and because USAID started using the Strategic Objective (SO) model rather than the project model. In addition, revised ADS 201 requirements put Reg. 16 compliance as a mandatory pre-obligation requirement. Locating existing compliance documents was laborious at Missions as well as in AIDW. USAID procured the services of DevTech Systems, Inc. to design and operate a database initially as a public web page, and now behind the USAID firewall. This Web Site titled," Eastern Europe and Eurasia (E&E) Bureau's Regulation 216 Resources and Database", is demand driven, is functioning well, and is very responsive to changing needs of Mission and AIDW officials. It consists of two parts: a. 216 Supportö is a web site which provides resources for Missions to assist in the preparation of Reg. 216 documents and b. 216 Databaseö containing Initial Environmental Examinations (IEE), Mitigation and Monitoring reports, and Environmental Assessments (EA) (ADS 201, 204 & Reg. 216 compliance). The database also houses E&E Missions FAA Sec. 119 Biodiversity Assessments needed for approval of Mission strategies (FAA 119 and ADS 201 Compliance), and statistical reporting menus as well as a directory of personnel throughout the E&E responsible for Reg. 216. The BEO and REO began conducting Reg. 216 trainings in February of 2000 both in Washington and throughout the E&E region. Trainings have been modified over the years and are designed to meet the needs of the individual Missions, training more towards implementors and implementation. The duration of these trainings have increased from 4 hours to 2.5 days. The demand for trainings has steadily increased over the years. There have been trainings conducted for over 700 officials from USAID and host countries. These trainings emphasized mitigation and monitoring tools including the Best Management Practices (BMPs) and Standard Conditions (SCs).

Value Proposition

This initiative has:

(1) Ensured that the environmental consequences of USAID financed activities are identified and considered by USAID and the host country prior to a final decision to proceed and that appropriate environmental safeguards are adopted;
(2) Assisted host countries to strengthen their capabilities to appreciate and effectively evaluate the potential environmental effects of proposed development strategies and projects, and to select, implement and manage effective environmental programs;
(3) Identified impacts resulting from USAID actions upon the environment, including those aspects of the biosphere which are the common and cultural heritage of all mankind.

Value has been added to the USAID activities during design and implementation by providing environmental compliance input as early as possible from environmental compliance and sustainable development standpoints. In some cases, it resulted in changing the location of the activity, and in other cases, it resulted in redesigning the activity to become more economically sound. The database satisfied revised ADS 201 requirements on Reg. 216 compliance as a mandatory pre-obligation requirement. Now the CTOs, activity managers, OP/ RCOs, MD's/ OD's can access all compliance documents from their desktops as well as Biodiversity Assessments for their strategies. The 216 Support Website also provides templates on IEEs, RCEs, EAs, scoping documents, and environmental compliance for annual reports. The database also satisfied 22CFR216.10, which requires USAID Bureaus to maintain records and documents pertaining to Reg. 216. It was designed to be a fully searchable database of all Reg. 216 documents. The database also can generate statistical reports such as the numbers of 216 actions initiated and completed by each Mission. To date all known 216 actions have been scanned and included into the database. 216 actions are submitted either in hard copy or electronically and then sca!
nned or converted as a secured Adobe PDF document (which cannot be altered), given a Document Control Number (DCN) and uploaded to the database. The database is accessible to anyone on the internal USAID system. The primary motivation for the web site was to provide Missions with the information resources necessary to comply with Reg. 216. The primary motivation for the database was to allow for timely and efficient access to compliance documents throughout the E&E.

Results

The system has helped in more rapid response time to CTOs, Activity Managers, Program Officers, Mission Environmental Officers, RCOs/OP in dealing with environmental compliance requirements. It has also decreased the demand placed on them as all documents can be easily and quickly located by system users. Additional operational

Organization   *Europe and Eurasia*

Inventory   *7*

Improved Environmental Compliance DB and Training

Issues

The future use includes more electronic maps, overlays, and documents on mitigation and monitoring from the Missions. The uses are based upon input from the field as a result of the activity implementation in a country or region. In the future, it is anticipated that the database will encourage more environmental due diligence on activities in the area of privatization, and micro-credit/ other credit activities. The 216 Support web site provides a series of manuals from the World Bank, EBRD and other agencies on activities for environmentally and economically sound design and implementation. Our modification of the system has allowed the entire Reg. 216 process to be more or less paperless thus eliminating the need to fax documents, and maintain hard copies with the CTOs. Ultimately we hope to incorporate the use of electronic signatures to further streamline the Reg. 216 process, making it completely paperless. Currently the E&E Bureau is the primary user of this database system. However, Pillar Bureaus and some regional Bureaus such as AFR, ANE and LAC are also using our database to access Reg. 216 materials for training purposes. As the system has already been designed, this service could easily be modified as needed and extended to the rest of USAID to enhance the Agency's compliance with Reg. 216 and bring the Agency closer to the goals of an e-government.

Contact   *Category*

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Links   *KM Item Type*

http://165.13.57.28/ee-env/216.nsf/home

Knowledge Asset

protocols have been put in place bringing the Reg. 216 process closer to being a paperless operation and deceasing faxing between AID/W and the Missions. The E&E Bureau's compliance with 22CFR216.10 has been improved as a result of the system and is viewed as a model for the entire Agency.

Organization   *Europe and Eurasia*

Inventory   *7*

Regional Participant Training Website

Description

This website provides information regarding USAID's participant training in the E&E region, as well as directs users to critical training resources and references and links. It also houses two regional databases: the E&E Success Story Training database and the Training Intervention On-line (TIOL) database.

The website was initially developed by E&E Bureau staff (E&E/EEUD) in the mid-1990s and redesigned in 2000. The website is housed on an external site @ www.eetraining.net with links to USAID's website www.usaid.gov.

Value Proposition

The website was designed to provide users in the E&E training community, particularly USAID Mission staff and implementing partners, with a central point of reference for and about USAID's E&E participant training program. Currently the website includes the following key features:
- An overview of participant training in the E&E region.
- Technical training services available to missions, as supported by the E&E Bureau (now EGAT/ED/PT).
- Information on program implementation by key mechanism and training implementation contractor. Activities are highlighted by country/Mission.
- Database links to the "Success Story Database" and the "Training Intervention On-line (TIOL) database.
- Information regarding "How to Become A Training Provider."
- Links to key "Resources, References and Links," including information regarding policy guidance, best practices and tools.

Results

The website is utilized on a daily basis by E&E Mission staff, training implementation contractors, technical assistance contractors and grantees, and by USAID/W staff. It facilitates the sharing of information and material to the E&E training community, and beyond.

Issues

When the responsibility for managing the E&E participant training program was transferred to the Bureau for Economic Growth, Agriculture and Trade's Office of Education (EGAT/ED) in September 2002, management decided to redesign the existing E&E Regional Participant Training Website to one that reflects USAID EGAT/ED participant training activities and mechanisms worldwide. This redesign process is currently underway.

USAID's EGAT/ED Participant Training Team is continuing to work with its technical assistance contractor on this redesign effort.

Contact

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Category

Education

Links

http://www.eetraining.net

KM Item Type

Best Practices

Organization   *Europe and Eurasia*

Inventory   *8*

Pipeline Analysis Component

Description

Objective: Distribute pipeline reports and analysis reports via Client/Server and Web environments.

Value Proposition

The essential rationale for such a system is based on the lack of easily retrievable and accurate financial and related program information to meet Bureau management needs. While eventually the Agency-wide Phoenix accounting system will help improve this state of affairs, at present Phoenix is still evolving, and its current iteration lacks the kind of program management detail (particularly below the SO level) that is currently being developed and deployed in E&E's BDRC. This innovative and comprehensive executive information system has proven to be a major step forward in strengthening, making more transparent and better informing our regional program management and decision process.

Users: CTOs, Project Development Officers, Program Officers, Financial Officers, Desk Officers, State Coordinators,

Results

To date, implementation of the BDRC (esp. re pipeline) has proven of enormous value to E&E/OM/FIS, but to E&E Washington and other audiences such as the State Coordinator's Officers, US Congress and other Bureaus – it has proven to be a unique and timely generator of a variety of reports over the past three years, the quarterly burn rate pipeline analysis report being just one example.

Issues

Our goal: To move this system from client server to the Intranet in two stages: end-user access by E&E/W by December 31, 2002, and access by all field Missions by March 31, 2003. While pipeline reporting (via some 400 different reports, whose subjects range from disaggregation by country or SEED/FSA accounts, to specialty reports on 632(a) transfers or deobligation analyses) is currently available to the Bureau through E&E/OM/FIS, this is but one element of a planned broader Mission Profile under the BDRC to be web-enabled for more efficient end-user access.

Contact

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Category

Management / Administration

Links

KM Item Type

Other Knowledge Sharing

Organization *Europe and Eurasia*
Inventory   *9*

Local Government Information Network (LOGIN)

Description

LOGIN is a local government information clearinghouse designed to promote the professional development of local government officials and their staffs, and strengthen the capabilities of organizations that support the reform of public administration at the local level. LOGIN facilitates the exchange of information through the Internet and also will use traditional methods including workshops, publications, conferences, and training. The Internet component of LOGIN is more than a Web site. It is a Web-based, database driven tool for storing and exchanging information worldwide. Its features allow individuals from different countries and who speak different languages to collect, store, manipulate, and exchange information. Current country coverage includes: Bulgaria, Latvia, Lithuania, Poland, Ukraine, Czech Republic and Hungary. LOGIN sponsors include: USAID, Council of Europe, Open Society Institute, UNDP and the

Value Proposition

LOGIN will provide local government officials with practical solutions to challenges in their daily work. The system is designed with the local government practitioner in mind. While the primary audience is the local government officials - elected and appointed - responsible for the day-to-day functions of a municipality, anyone involved in local government issues will find a wealth of useful information on LOGIN. LOGIN fosters the exchange of experience and expertise on a wide range of local government issues. Information sources, in the form of case studies, best practices, reports, data, and training materials, come from throughout the region and from qualified institutions outside the region. LOGIN will continue to expand to cover the entire region with its network of national partner institutions.

Results

LOGIN supports a network of organizations with a proven track record of service to local government that assures that knowledge reaches the municipal level and who are committed to disseminating best practices from the local level to their respective countries.

Issues

- Promoting content development and capacity building activities throughout the region.
- Building capacity among partner organizations to make the LOGIN system self-sustaining.
- Bringing more countries and more organizations into the LOGIN network.

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Category

Democracy

Links

http://www.logincee.org/

KM Item Type

Community of Practice

Organization   *Europe and Eurasia*
Inventory   *10*

Environmental Assistance in E&E Web Site

Description

The ENR Division of the E&E Bureau, under a now closed support contract, created a dynamic web site to facilitate the sharing of project information and documents.

Value Proposition

The web site was developed to promote the environmental work conducted by USAID in Europe and Eurasia. The site contains profiles of E&E countries as well as project descriptions and documents all housed in a fully searchable database. In essence the site acts as the institutional memory of the E&E/ENR division. The site also contains resources such as useful links, Mission resources and Reg. 216 resources.

Results

The result of the effort was a centralized location for all E&E/ENR project information available to the general public in a user-friendly format. Along with providing country specific information and general overviews of projects, numerous technical project documents are available facilitating the sharing of lessons learned.

The web site proved useful to USAID personnel in generating division reports to reflect efforts over the past 10 years. The site is useful for the general public to learn more about the region and USAID.

Issues

The web site, for all intents and purposes, is up-to-date although it has been stagnant since June of 2002 when the support contract ended. The URL has been paid for the year, allowing time for decisions about the maintenance of environmental web sites addressing the regional bureaus' programs now that none of the bureaus have environmental divisions in Washington.

Contact

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Category

Environment

Links

http://www.ee-environment.net/

KM Item Type

Knowledge Asset

Organization   *Europe and Eurasia*

Inventory   *11*

"Knowledge Portal" for EcoLinks

Description

We have developed the database functionality of the EcoLinks web site to record and distribute information on program participants, activities and results. Information that is available for public release is posted on the web site. This includes success stories, values of environmental trade deals, industry best practices, news updates and trade opportunities. Information that is not cleared for public release, such as trade successes that a U.S. company considers vital to their competitive advantage, is stored in the database for program tracking. It is not posted to the web site but can be accessed through a "back door" by program implementers. Database and web site content can be managed and modified by implementers.

Value Proposition

The rationale for the portal was threefold: 1) to support linking of environmental project partners from different countries, 2) to manage and distribute program information to the multiple implementing partners, and 3) to share program results. Because the program facilitates cross-border partnerships, company or organization profiles are critical data for establishing sustainable partnerships. Profile information is stored in the database and serves as the basis for matching partners and projects. Given the multiple implementing partners and participants (USAID/Washington, implementing contractors; US Commercial Service overseas posts; US and foreign businesses and organizations), sharing of program information on trade events, projects and results is not feasible using point-to-point communication via email. Hence using a web-based clearinghouse is vital for information exchange. Program results and activities can be sorted on the web site by project country, by environmental industry sector or by US state involved in partnerships. Sorting in this way enables efficient reporting for country-specific activity summaries

Results

Implementing partners have immediate access to the latest information on the program. Designated implementers update content routinely, and updates immediately appear on the web site. Environmental project participants with access to the web can sort trade opportunities, technology solutions and country-specific environmental and trade information, by country or by industry sector, and can find potential project partners. USAID and the public have access to project results as they are generated and reported on the web site.

Issues

Given that the database platform and web site can be managed easily by EcoLinks implementers, new staff can quickly take on responsibilities for database and site content management. New program initiatives and merging of other program activities do not require restructuring of the basis database. Challenges include getting environmental project participants to register their organizations without significant "hand holding" by EcoLinks implementers and getting EcoLinks foreign country representatives to adopt the web site as a principal resource, reference and tool for the program.

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Category

Environment

Links

http://www.ecolinks.org

KM Item Type

Portal

Organization   *Europe and Eurasia*
Inventory   *12*

Congressional Notification Monitoring System

Description

Objective: Monitor and track Congressional Notifications, and data will be shared with E&E/W and E&E/field missions.

Value Proposition

Background: The Agency does not provide a system to monitor and track Congressional Notifications. The existing use of Excel spreadsheets is neither efficient nor effective for generating adequate and timely reports.

Results

Implementation Status: This component is operational, and exists as a very flexible, stand-alone system managed by selected staff in E&E/PO/APPRD. Timely access to CN data is an essential tool not only for OM and PO staff, but for the Desks, the field Missions, senior management and other Agency and Partner (e.g. State and LPA) staff.

Users: PO/BID staff, PO, CTOs, Project Development Officers, and Program Officers (for a planned total of 100 EE/W and Pillar staff and 200 EE/W and field staff).

Issues

The CN tracking system is a component of the larger E&E Bureau Data Resource center. The next design phase, due for completion in CY '02, will enable users across the E&E network to view reports (USAID/W and Missions). The application is hosted on Bureau-managed servers, serves an ongoing need of our Program Office and is maintained by key staff with direct responsibility for tracking CN actions.

Contact

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Category

Cross Sectoral

Links

KM Item Type

Other Knowledge Sharing

Organization *Europe and Eurasia*

Inventory   *13*

USAID Education Sector

Description

We are in the process of initiating a knowledge sharing activity. We started with identifying our USAID education "community" worldwide and assembled a series of email distribution lists; this has allowed communication flow to improve. Next, we conducted focus groups of education staff in Washington and in Africa and LAC, the latter two at regional education workshops. The demand expressed in these groups is forming the basis of a knowledge sharing activity that will help to revamp the education sector website and will facilitate pilot communities of practice within the sector. These CoPs will focus on technical and business process topics. We will conduct a sector training needs survey to identify knowledge and skill gaps and to develop an expertise locator.

Value Proposition

The education sector has a diffuse knowledge base with no unifying structure. A lack of USDH positions in the field results in reliance on a temporary workforce and comes with the challenges of retaining institutional memory. Education sector personnel worldwide have expressed the need for improved knowledge and information sharing. At the same time, the program budget for education is on the rise. The combination of these facts demand a more efficient and effective system for knowledge sharing.

Results

While the activity itself has yet to begin, the response to the initial preparatory activities has been positive, especially from field-based staff who have provided feedback on the improved communication efforts to the field. Participants at one regional workshop felt that having individual annual work objectives related to knowledge sharing for the education sector would be doable and approved by their mission supervisors. They have requested sample wording from staff in Washington.

Issues

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Category

Education

Links

KM Item Type

Community of Practice

Organization *Economic Growth, Agriculture and Trade*

Inventory   *14*

RAISE sponsored analytical/knowledge management

Description

An agribusiness expert in Zambia described how supermarket expansion affected small farm market opportunities. This information was provided to the Michigan State team working under the Partnership for Food Industry Development. MSU will incorporate this information into a RAISE sponsored analytical/knowledge management activity. This was done by e-mail.

Value Proposition

I did it to increase small farm incomes through trade. PFID research has shown that supermarkets can increase demand for small farm output and motivate small farmer and developing country agro-processor adherence to international food quality and purity standards. However, MSU research is just beginning to focus on opportunities in Africa. African supermarket growth is also impressive and offers new opportunities for market driven poverty alleviation.

Results

This initiative took place last week. I have only been in EGAT for 4 weeks.

Issues

PFID will sponsor a lessons learned/practical implications workshop early in CY 2003. Supermarket growth case studies from LAC, E&E and Africa will provide technical content for the workshop and user guides. If money can be found, Zambia will be added to South Africa and Kenya case studies to flesh out with more analysis what is happening in southern Africa. This is important as South Africa agricultural investments have burgeoned since the end of apartheid and offer considerable opportunity for market driven agricultural growth. This initiative will be sustained/maintained based on how compelling the evidence is that supermarkets offer new opportunities, whether Mission's invest Initiative to Cut Hunger in Africa monies in technical assistance that takes advantage of supermarket opportunities, and whether the agency maintains its focus on agriculture.

Contact

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Category

Agriculture

Links

http://www.raise.org/

KM Item Type

Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *15*

Biodiversity Team program partners publications

Description

EGAT Biodiversity Team program partners have produced over 100 publications with some in Spanish, French, Portuguese, Russian, and Bahasa translations. These publications primarily contain results, lessons learned, and conservation tools from projects around the world.

All of the publications were, and some still are, available in hardcopy and 80 are available on CD. Virtually all of the publications can be found at www.bsponline.org.

Value Proposition

The motivation to produce and catalogue such a compilation of knowledge was to share the results, lessons learned and best practices from a world-wide, 12 year, 80 million dollar biodiversity program funded by USAID. The legacy of this program showcases examples from around the world and has been shared with conservation practitioners and stakeholders around the world.

Results

The program activities, website, CD-ROM and hard copy publications have impacted the way conservation organizations, both - National NGOs and International NGOs -, Governments worldwide, private sector, local communities and others develop and implement programs.

This program also contributed largely to achieving the goals established under the Global Center for the Environment's results framework.

Issues

The program ended in 2001. The challenge is filling the analysis gap which the close of the program created. The knowledge created through the program has been maintained through the accessibility to the information. We are in the process of working with new program partners on a large-scale conservation program that we anticipate will contain an analysis component that will keep information current.

Contact

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Category

Environment

Links

http://www.bsponline.org/

KM Item Type

Knowledge Asset

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *16*

A World of Learning in Coastal Management

Description

The U.S. Agency for International Development & University of Rhode Island's Coastal Resources Center are convening a full-day seminar on November 19, 2002 that will focus on using lessons learned from its Coastal Resources Management Program (CRMP) to address the future challenges facing developing countries and their coastal zones. Invited are the larger development, coastal, and water community in Washington, DC.

Value Proposition

The Coastal Resources Center (CRC-URI) and the US Agency for International Development have been working together since 1985 to utilize integrated coastal management to help partner nations advance towards more sustainable forms of coastal development. Over the 15-year partnership we have worked with partners in Asia, Eastern Africa, and Latin America to achieve more sustainable use of coastal resources. We have also worked to address coastal issues of global significance, such as coral reef protection, mariculture, and coastal tourism, and advance the overall profession.

Together with our partners we have learned much, both through our successes and from things that did not work so well. The CRMP is scheduled to conclude in 2003 and we are in the process of analyzing the CRMP experience so that it can contribute to serve future endeavors. An important part of this process will be the World of Learning

Results

Lessons learned from the following three projects will be highlighted:
- Tanzania: Linking National Coastal Strategy and Local Action Planning
- North Sulawesi, Indonesia: Community-based Integrated Coastal Management Supported by Provincial and National Laws
- Mexico: Estuarine Management within the Gulf of California.

Using USAID's experience with these field programs as a backdrop, the workshop will focus on addressing the following questions within a developing country context:
- Why do coasts matter and whom do they matter to?
- What are the keys to making progress in ICM?
- How to link key development topics and ICM?
- What are the cross-project learning benefits of having a "family" of projects?

Results of this effort will be used to help guide future directions for USAID's integrated coastal management programs, beginning in FY 2004.

Issues

The USAID Water Team is currently working to create a new procurement vehicle for the continuation of coastal zone management activities beginning in FY 2004 when the current Cooperative Agreement with the CRC-URI will expire. The workshop is a means to summarize and learn from the past 15 years of this partnership experience with the Coastal Resources Management Programs I and II. Lessons learned will be used to help guide the development of future ICM programs and enhance the impact of national policy and community-based management activities in developing countries.

Contact

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Category

Environment

Links

http://www.crc.uri.edu/crcandaid.html

KM Item Type

Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *17*

A World of Learning in Coastal Management

Seminar, November 19, 2002.

s

Organization *Economic Growth, Agriculture and Trade*
Inventory *17*

EGAT Bureau: Correspondence Tracking

Description

A matrix was established for recording the flow of executive correspondence that is updated frequently and made available to Bureau staff on the Bureau intranet site daily, or every couple of days.

Value Proposition

The Agency has a terrible record for on-time response to Congressional, business, and public inquiries. Since I initiated my system, the executive secretariat has re-designed the "Agency Communications Tracking System (ACTS)" but that system has its own limitations and is not useful for tracking communications in the Bureau.

Results

We have improved our on-time record of responding to assigned actions for the Administrator and the Assistant Administrator - and a better public image by responding to inquiries in a more timely fashion (or at least those part of the process that we control, papers still languish in some offices such as LPA or ES for far too long).

Issues

When I was out of the office, the designated secretary had a hard time maintaining the table. I am working to simplify and avoid complications -- but, it is quite timely. It would be useful for it to be tied to electronic submission of documents, and for documents to be scanned into the system. It would really be useful to be an extension of ACTS -- which was part of the original design specification for ACTS, but which is now an application deferred to an indefinite future.   Every Bureau would benefit by replicating the tracking system - or for having ACTS be effective way to track Bureau communications.

Contact	*Category*
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Links	*KM Item Type*
http://inside.usaid.gov/EGAT/admin/hot.pdf	Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *18*

US Climate Technology Cooperation (CTC) Gateway

Description

USAID and two partners have created the US CTC Gateway website to showcase information about the United States Government's efforts to promote technology cooperation activities that address global climate change, especially in less developed countries. The interactive, database-driven site provides key online resources, including case study information, quantitative tools, valuable publications, and more. The site also features an expert center directory to assist with locating greenhouse gas mitigation technical service providers throughout the world.

Value Proposition

The United States Government, and USAID in particular, is supporting many technology cooperation activities around the world that address global climate change, yet there is no single source of information to document and share this information with the public, with our partners, and with other interested groups. The US CTC Gateway website pulls this information together and presents it in a way that is easy to access and understand. In addition, we wanted to disseminate various tools and resources that USAID and other government agencies have developed that can assist our partners in developing and transition countries to accelerate the adoption of climate-friendly technologies.

Results

The Gateway continues to gather information and expand its offerings to provide quality information about the United States' climate technology cooperation efforts to site users throughout the world. As this project progresses, we intend to develop a virtual community which will provide users from around the world to share experiences and successes with climate technology projects. Presentations of the website to the international community have been

Issues

USAID continues to collect the distributed information about climate technology transfer activities from our partners and other government programs, an undertaking that requires the cooperation and assistance of numerous individuals. This process will take time and the site will continue to grow as more information becomes available and is uploaded into the system. USAID and its partners in this project are currently exploring partnership and information sharing opportunities with international partners that provide climate technology information and expertise.   The web-based information management platform that powers US CTC Gateway can easily incorporate information from similar databases to expand the Gateway's offerings to include even more useful resources from international partners, thus scaling up the database. Wide scale promotion of the site will begin soon and expand the user base.

Contact

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Category

Environment

Links

http://www.usctcgateway.org/

KM Item Type

Knowledge Asset

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *19*

Role of institutions in promoting economic growth

Description

USAID/EGAT/EM sponsors a forum series examining the role of institutions in promoting economic growth. A number of well-known economists, legal scholars, and political scientists present papers at the forums. In order to distribute the forum papers to a wider audience, a USAID web site was established where the public might access the papers and print them for their own use. All USAID missions that have EG activities were notified of the web site, and they were asked to share the knowledge of the web site with their partners.

Value Proposition

The role of institutions in economic development and growth has rapidly become part of the conventional wisdom incorporated in the economic literature. It is appropriate to share the knowledge contained in the papers presented at the forums with a wider audience.

Results

The web site attracts from one to two thousand visitors a month and on average over 2,000 papers are downloaded each month.

Issues

One of the major difficulties in operating the site is trying to update the material and correcting errors. The current process is that I notify an IT specialist of what content I want to add or change. That person in turn then notifies another specialist, who makes the additions or changes. It would be simpler and faster for me to access the site and add or correct the content than to rely on a two-stage process.

Contact

Category

Economic Growth

Links

KM Item Type

Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *20*

EGAT Pillar Bureau Users' Guide

Description

Contributed to the preparation of the "EGAT Pillar Bureau Users' Guide:" that summarized the description of USAID assistance mechanisms/services available through EGAT to USAID Missions, offices, customers, and partners in the following development assistance sectors: (a) Economic Growth (EG); (b) Agriculture (AG); (c) Microenterprise Development (MD); (d) Natural Resources Management (NRM); (e) Israeli Programs; and (f) Environment & Science Policy (ESP). (Per my understanding, this guide is to be posted on the USAID web site accessible to all USAID Missions and interested users of USAID services by the end of 2002 or early 2003.)

Value Proposition

Being a member of the EGAT/PAICO staff, I participated in an office/team effort to help publicize services offered by this Agency to facilitate the achievement of its strategic objectives and intermediate results related to U.S. development assistance. This has been done to help inform our customers of the services we offer.

Results

Hopefully the major benefits/results of these efforts are to enable our customers to access available services in a more efficient and expeditious fashion.

Issues

Constraints to be overcome or challenges to be met would principally include making the Users Guide "user friendly" and that USAID Missions and offices will use and consult it frequently to help enhance the implementation of development assistance programs and achieve strategic objectives/results of USAID.

Contact		*Category*
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Links

KM Item Type

Best Practices

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *21*

Forestry Information

Description

- Success Stories database on shared ("P') Drive
- Section 118 (Tropical Forest) Report to Congress; also sent to missions and partners electronically and in hard copy

- Environment Briefing Notes (current "hot" topics in forestry); sent to Missions and handed out at forestry conferences

- "Forestry in the Field" Success Stories; handed out at conferences, sent to missions; used in briefing packets
- Brochure seeking partners for GDA activity in forestry
- Flyer describing Interagency Agreement between USAID and the U.S. Forest Service

In progress activities include: (1) a global forestry Lessons Learned study which will provide guidelines to shape USAID's forestry programs for the future; (2) a forestry distance learning activity in conjunction with the Dept. of Energy; and (3) an Environmental Policy activity in conjunction with Columbia University (The Value of Market Based Conservation Practices: evaluating ways to engage the private sector in environmentally sound enterprises that

Value Proposition

- Use to inform and assist Missions
- Use for briefing materials and handouts at forestry conferences
- Use for LPA/media source material
- Response to Congressional inquiries
- Attract potential private sector partners for forestry GDA activity

Results

- Congress informed
- Missions supported in their need for information and their success stories told
- On tap information for LPA and media – saves time and assures quality product
- Buy-ins from Missions and other federal agencies to Forest Service Interagency Agreement to further goal of sustainable forest management
- GDA brochure resulted in top quality NGO and private sector partners and the leveraging of significant amounts of their resources towards a common goal

Issues

Need for a person to develop and maintain a data base for all teams; no plans in place to do this due to workload of current employees. Effort could be scaled up if resources available.

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Category

Environment

Links

KM Item Type

Story

Organization *Economic Growth, Agriculture and Trade*

Inventory   *22*

Geographic Information for Sustainable Development

Description

Overview: U.S. led "public-private" international alliance, aims to apply a new generation of earth observation data, state-of-the-art geographic information systems-linked technologies, and field-tested geographic knowledge, to address sustainable development problems such as disaster mitigation, natural resource management, trade competitiveness, and poverty reduction. USAID and the State Department are the lead U.S. agencies for the GISD partnership. The partnership initially focused on four target regions in Africa for testing specific applications and for delivering new data products, specifically the exciting new SRTM (Shuttle Radar Topographic Mission) datasets. The four "target" regions were: the Upper Niger River Basin, East African Great Lakes, Kenya-Tanzania Coast, and Limpopo/Zambezi River Basin. GISD has now expanded to include other regions, countries, and partners in and outside of Africa from local to regional and global scales. (See: <http://www.opengis.org/gisd>)

Major Events and Activities: During 2002 GISD sponsored several regional workshops and meetings that helped "build the network": meetings with partners occurred in Bamako, Mali (March 13-14); Asmara, Eritrea (April 3-6); Nairobi, Kenya, (April 9-10); London, United Kingdom (June 10-13); USGS-EROS Data Center (EDC) with Consultative Group on International Agricultural Research (CGIAR) Centers, Sioux Falls, South Dakota (May 19-31) (http://edcintl.cr.usgs.gov/gassia.html); San Diego, California (July 8-12) with the ESRI User's Conference, and it carried out a major side event and exhibition at the World Summit on Sustainable Development (WSSD) itself, August 14 – September 7, 2002.

GISD also sponsored an Africa-wide scientific panel (a "knowledge-management" effort to identify opportunities, obstacles and to make recommendations) by the U.S. National Research Council (NRC). The NRC released a major study entitled: Down to earth: Geographic Information for Sustainable Development in Africa. It's goal is to lay a foundation for Agenda 21 on opportunities for and obstacles to the use of geographic information tools and technologies to promote sustainable development (http://www.nap.edu/books/0309084784/html).

Value Proposition

Partners and Rationale: Much of the effort was focused on the recent WSSD (World Summit for Sustainable Development) and the opportunity that event provided for forming partnerships that could increase the access to and more effective use of geospatial tools and resources for monitoring, assessing, and mitigating global environmental problems—particularly in Africa. It was also recognized that only an "alliance" approach that brought in the private sector could truly make these tools cost-effective and sustainable over the next ten years. So from the beginning, GISD focused heavily on linking private sector capacity and technologies to users on the ground who need those solutions.

Some of the most active partners within the GISD alliance today include: the United States (USAID and the State Department), the Government of Italy's General Directorate of Development Cooperation (GDDC), France (IGN), United Nations Institute for Training and Research (UNITAR), Observatoire du Sahara et du Sahel (OSS), Environmental Systems Research Institute (ESRI), World Resources Institute (WRI), the United Nations Environmental Program (UNEP), Food and Agriculture Organization (FAO), the Open GIS Consortium (OGC), European Space Agency (ESA), and US space technology and application agencies such as NASA, NOAA, USGS, USDA. Most important it includes as key partners, selected African countries and institutions such as Senegal's CSE (Centre de Suivi Ecologique), Tanzania's National Environmental Management Council (NEMC), South Africa's Agricultural Research Council (ARC), Benin's Ministry of Environment (SISE Network) and other members of AMCEN (African Ministerial Conference on the Environment), and NEPAD (New Partnership for African Development)—see http://www.opengis.org/gisd for the complete list of partners.

Results

Accomplishments: GISD efforts to date have focused on enhancing the work of existing programs and compiling "lessons-learned" that can be shared with partners and clients (primarily those within USAID) but also with many of its partners outside of USAID—if not the whole world. For instance, GISD has helped apply the use of GIS to the medical research community in the Horn of Africa as well as to the coastal zone management policy planning community in Tanzania. In addition, via its private sector partners within the OGC (OpenGIS Consortium), it has begun to establish an Africa-wide network of "web-mapping" portals that will increase access to needed geographic "core datasets"—and they will do this following common standards that are "interoperable" and open-access.

Among some of its accomplishments, in 2002 GISD funded 12 specific case studies and projects in the four target regions noted above. It also co-funded some activities with others—for example, a major regional meeting in Asmara,

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *23*

Geographic Information for Sustainable Development

Issues

Post-WSSD Plans: Since the Summit GISD partners have begun to lay plans for establishment of an African Forum on Geographic Information for Sustainable Development which will serve as the primary coordinating mechanism for implementing the Type II partnership goals and vision (see draft concept document http://www.opengis.org/gisd/docs/AGIS_Summary_09-01-02.doc). The Forum's goal is to facilitate collaboration, integration, and harmonization between donors, users, technologies, applications, and technology implementers involved in Spatial Data Infrastructure (SDI) work in Africa. See Annex A. Guiding Principles (DRAFT) included in the FORUM Document above.

Contact   *Category*

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Links   *KM Item Type*

http://www.opengis.org/gisd/   Technology

Eritrea was done jointly with FAO's Africover Project. By working together with other donors, multilateral agencies and the private sector we have "learned from each other" and have increased the potential for future cooperative action that avoids duplication and increases harmonization of data products, tools, and analysis. Many partner activities--both successes and failures--are described in a CD released at the Summit along with a 25-page booklet entitled "Selected Cases". See the document online at: http://www.opengis.org/gisd/docs/GISD_booklet_02_bf.

GISD has leveraged many resources and technologies during the first phase of GISD (the 2001-2002 period). By "leveraging" we mean, that minimal resources appropriated from government sources are being matched (doubled or tripled in value in most cases) through in-kind, direct or indirect contributions by others, particularly from the private sector--this includes direct hardware, software donations, technical assistance and training, and even some direct cash contributions In 2002, USAID and the State Department contributed more than $2 million directly to GISD. In turn,

Organization   these USG funds "leveraged" between about $6-10 million of resources not counting the value of other

investments by   *Economic Growth, Agriculture and Trade*

large agencies such as NASA worth billions of dollars. Contributors of products, services, technical support, and

Inventory direct cash included: the Environmental Systems Research Institute, the OpenGIS Consortium, and many of its

private   *23*

sector members, as well as U.S. Government agencies (i.e., NASA, NIMA, USGS, NOAA, U.S. Forest Service.

Implementation Grant Program Integrated Mgt System

Description

Implementation Grant Program Integrated Management System (IGP-IMS): IGP-IMS is a web based grants management and knowledge sharing system. Users are Grant Officers in USAID, Grantees and associated local development partners. Users can compare and contrast performance by type of institution, by region, by size of institution, by type of products, by year, and other variables. The system includes:

Grant Announcement, Application Intake: A grant program can be announced online, contacts sent emails, the Request for Application downloaded, and the application received totally online.

Application Evaluation: IGP-IMS supports the evaluation and decision process online, with up to five levels of approvals. Applicants are notified of their status online and or by emails. The system can require third party references.

Grantee Performance Monitoring: Grantees report their activities and performance online. Grants officers can view a variety of reports to track performance of the grantee and local implementing organizations. Performance targets are compared with actual accomplishments. Historical data from 1995, when the IGP was initiated, are on line and available to users.

Value Proposition

IMS was conceived to improve the timeliness and accuracy of grantee reporting, to capture knowledge generated by the experience of grantees and local development partners, and to reduce the grant administration workload. Grant Officers now spend almost no time gathering and assembling reports, and focus on grantee and program evaluation and direction and providing feedback to grantees. Reports are instantly available anywhere with Internet access. File management expenses are reduced and the disruption caused by misplaced files removed.

Results

Grantee reporting is more rapid and consistent. Reported data is more complete and more accurate. Reporting formats are becoming more standardized among grantees, permitting comparison among different grantees, regions, types of programs, etc. MDD has the ability to simultaneously track a much wider range of information, including grant agreement data, expenditures and obligations data, etc. More analytical reports are available to Grant Officers. Communications are improved between grant officers, grantees, and local development partners. Grantees have a reduced reporting burden.

Issues

Development continues toward automation of the entire grants business process including announcement, application, assessment, selection, reporting and analysis of grantee performance. An improved set of reports will be prepared. Administrator functions are being added that permit a technical specialist to specify application details, design scorecards as well as reporting questionnaires. This will reduce the need for software adjustments as new grant programs are implemented.

IGP-IMS can simultaneously handle multiple grant programs, making the system available for use by other USAID units with little additional investment.

Additionally, MD will launch a campaign to increase awareness and use of the MIS by grantees and within the Agency. The Office of Private Voluntary Cooperation has already expressed interest in using a similar system to monitor their microfinance grant portfolio.

Organization *Economic Growth, Agriculture and Trade*
Inventory   *24*

Implementation Grant Program Integrated Mgt System

Contact

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Category

Management / Administration

Links

www.MDgrants.org

KM Item Type

Management Tool

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *24*

Microenterprise Development Office website

Description

The Microenterprise Development Office (now Team) has had a website since 1996 in which it lists all publications written under USAID MD Office auspices, it shares information on new learning, and it lists information on the office's grant programs. The website is being revised at the moment, and will be linked directly to the USAID intranet, so that USAID officers can jump easily to the site from the USAID intranet and the external site. The new website will have a good deal more "knowledge management" features, including communities of practices kinds of things on a variety of topics.

The Office's new set of IQC's all share the common theme of knowledge management. A "support services" IQC is charged with gathering lessons from the research and technical services work of the more technically oriented IQC firms and distilling and synthesizing and packaging lessons for a USAID audience as well as the broader field.

We are developing a training program in order to help USAID mission staff increase their knowledge and skills in the area of microenterprise programming. This will be done through direct training, and perhaps through web-based methods.

The MD Office also has a "microenterprise results reporting" program which is a compilation of surveys to some 700 USAID grantees. The information is gathered and used to produce an annual report for the Agency on microenterprise.   While this data has not been independently verified, there is a wealth of data available on the Agency's microenterprise programs which we will be mining further.

Value Proposition

USAID is one of the few donors that has considerable technical expertise in microenterprise development.   This expertise we wish to share with field missions, as well as with practitioners and other donors.

Results

We hope we will attain better microenterprise programming in field missions.

We hope also to help advance the state of knowledge of the overall development field, particularly in areas that have not yet been explored, such as providing sustainable services to rural populations and the very poor.

Issues

We have funds to develop this program. It is in place.

Contact   ## *Category*

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Links   ## *KM Item Type*

Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *25*

Office of Development Credit user-oriented guides

Description

The Office of Development Credit (ODC) posted several user-oriented guides on its web site including our Operations Manual, Best Practices of USAID's Development Credit Authority (DCA), and 13-Step Guide to Preparing a Development Credit Authority Project.

Value Proposition

These resources complement our DCA Staff Training Programs and serve as guides to assist USAID Missions in conceptualizing, designing and implementing DCA projects. They also serve the purpose of updating Mission staff on any new procedural requirements which the ODC might establish.

Results

Mission staff benefits from these resources as they facilitate the development and monitoring of Mission DCA strategies and investments.

Issues

Plans are underway to enhance the "knowledge management" aspects of the ODC web site. We will target new DCA information to an increasing number of Mission and Bureau staff who, through their participation in the program, will become an extended network of users. In the coming months, they will receive our Annual Report for FY2002, summaries of new DCA projects approved during FY2002, and several technical and research papers produced by ODC staff and consultants. A new CASU employee working with outside contractor support will sustain this effort.

Contact		*Category*
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Links

KM Item Type

Best Practices

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *26*

EGAT/EG SEGIR Database

Description

Created a database to store all task order information for five IQC's managed out of the Office of Economic Growth. The database is currently available to CTOs for the IQCs as well as others in the EG office.   It has customized reports and a web-reports function. Our office contracted to develop the database after conducting a needs assessment.

Value Proposition

To improve management reporting, accuracy, task order tracking, and to have an interface with financial management in order to ensure the procurement numbers agree from contractor reports to USAID records. Improved reporting capability needed for both internal reports and for reports to Congress and other stakeholders.

Results

We have a much better tracking mechanism for the activities taking place under the IQCs. New database allows for multiple reporting formats such as by country, region, SEGIR component, contractor, tier, date, and amount. There is over $800 million across almost 500 task orders that is tracked using the database. New database allows for multiple reporting formats such as by country, region, SEGIR component, contractor, tier, date, and amount. Database also helps ensure that field obligations/authorizations do not exceed the overall IQC amount which is very critical.

Issues

We hope to make the database available to all USAID staff, worldwide, on EGAT's Intranet web site along with the scopes of work that support the task orders in order to better inform the field on the economic growth activities taking place.

Contact

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Suzanne Nolte Saunders

Category

Economic Growth

Links

KM Item Type

Management Tool

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *27*

SEGIR: Investor's Roadmap

Description

Electronic website training center for two widely-used SEGIR products: the Investor's Roadmap (completed) and Country Competitiveness (in progress).

Value Proposition

I wanted to create a place where any USAID project officer around the world could have access to virtually all the information available on these two specialties and could learn the concept, quickly decide if It was appropriate for their country situation, acquired what they needed to know to contract for the activity and to manage it.

Results

The launch has not yet occurred. However to date, the KM effort has helped in the following ways: Everyone wants to have the website address. It takes a lot of the burden of repeating the same information to different individuals off of me. It assists in coordinating with stakeholders outside of USAID.

Issues

The two KM activities were designed to be more or less "timeless" in that when people wanted and needed to know about these know-how and knowledge depositories, they would be available. There is an incentive to updating the websites as new activities, learnings, and documents are produced in each of these specialties because the website offers a convenient place to store the information.

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Category

Economic Growth

Links

KM Item Type

Management Tool

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *28*

Lessons Learned / GWP Interactive Toolbox / IWRM

Description

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The USAID Water Team is working with partners to prepare nearly 25 case studies to the Global Water Partnership (GWP) interactive Toolbox in integrated water resources management (IWRM). Eighteen of these cases highlight USAID's experience and lessons learned in IWRM, while the remaining cases represent best practices promoted by USAID from other U.S. government agencies and USAID partners. The toolbox is the first of its kind to collectively organize experience from a broad array of donors and managers into an interactive database of management tools.

Dynamic Database of USAID Obligations and Activities in IWRM
The Water Team has developed a unique methodology for quantitatively describing the diverse portfolio of USAID water activities. Not previously captured by a single yet comprehensive set of budget codes or results indicators, this system has helped the Agency understand the breadth and scope of its water portfolio that is shared across a variety of Bureaus, Missions, offices and programs. The database is current and dynamic in that it is constantly updated as new information becomes available, and can be used to provide unique, customized reports based on specific requests from interested parties.

Workshops on Lessons Learned and USAID Activities
The Water Team has planned and hosted three different workshops aimed at sharing experiences and best practices in IWRM and key issues among field staff and participating partner countries:

- 2000 "Private Sector Participation in Water Supply and Sanitation", Sharm el Sheikh, Egypt, September.
- 2001 "USAID Environment Officers' Workshop in IWRM," Cumberland, Maryland, July.
- 2002 "Mayors' Asia-Pacific Environmental Summit Leadership Seminar in Urban IWRM," Honolulu, Hawaii, April.

Value Proposition

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The GWP is a working international partnership among all those involved in water management: government agencies, public institutions, private companies, professional organizations, multilateral development agencies and others committed to the Dublin-Rio principles. The USAID Water Team is a member of this partnership, sharing with the GWP its mission to "support countries in the sustainable management of their water resources."

Part of this effort involves the development of a toolbox in IWRM best practices, providing water management professionals clear examples of good and bad practices and lessons learned from real life experiences of implementing IWRM. The Toolbox is an interactive web-based database of cases, reference information, and contact people, to promote dialogue and information sharing among water resources managers throughout the world. The cases are stored in a database of over 50 IWRM tools and best practices. Cases and topics can be searched and sorted easily and quickly.

Dynamic Database of USAID Obligations and Activities in IWRM
The study was conducted to gain an understanding of "What" the Agency was doing in water, "Where" USAID was working in water, and "How much" USAID obligated for water resources management programs. This information was needed for the Water Team and other management units within the Agency to strategically plan for future directions of program goals and funding in IWRM.

Workshops on Lessons Learned and USAID Activities
The Water Team aims to actively promote sustainable water resources management and sound practices to help alleviate impacts to developing countries of the emerging global water crisis. One way to get the word out on IWRM is to host workshops on information sharing and learning. These three workshops have helped raise the awareness on the importance of sound water resources management to many different facets of USAID's development programs in a variety of settings by working with a variety of audiences and partners.

Results

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The Water Team's contribution of cases to the GWP Toolbox activity has helped raise awareness or USAID's expertise and experience in IWRM within the global development community. USAID was highlighted as a major contributor to the Toolbox at the 2001 International Conference on Freshwater in Bonn, and will also be part of the

Organization *Economic Growth, Agriculture and Trade*
Inventory *29*

Lessons Learned / GWP Interactive Toolbox / IWRM

Issues

Case Studies and Lessons Learned for the GWP Interactive Toolbox in IWRM
The cases are developed with information and resources from missions and implementing partners. A "point person" is necessary to screen the material coming in to ensure that the story successfully communicates valuable lessons learned, and edit them into a standard format. In addition to posting on the GWP interactive Toolbox web site, the cases and lessons learned will also soon be published as USAID's own Case Study Series in IWRM. A workshop or round table discussion to summarize the aggregate lessons learned from all of these cases is one way the activity can be continued and scaled up.

Analysis of USAID Activities in IWRM
The major issue is taking the time to maintain the database with current material. To be done properly, one person has to accept responsibility for maintaining the database and updating the material. Attention to methodology is important to ensure that activities and funding levels are neither double-counted nor omitted. It is anticipated that the information will soon be readily accessible via the USAID internal web site.

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Links   *KM Item Type*

http://www.gwpforum.org   Lessons Learned

Toolbox that will be presented at the 3rd World Water Forum in Kyoto, March 2003. The activity helps the Water Team communicate the wealth of its own experience and lessons learned in sound IWRM projects over the last 5-8 years. The cases are also used to help support our database on USAID obligations as they illustrate how funds are used by different regions and programs.

Organization   Dynamic Database of USAID Obligations and Activities in IWRM   *Economic Growth, Agriculture and Trade*

We have since used the database gleaned from this exercise for many other purposes: to include in AA and DAAs
Inventory speeches and briefing books, to send up to LPA when they needed material, to inform Congressional inquiries about
29

the program, to participate in interagency working groups on water, and to collaborate with the Department of State on

developing new initiative.

The database's initial purpose, to help us understand what and where USAID is working in water, has saved us a LOT

of time. We have been able to respond immediately to detailed requests on funding and activities from the AA, DAAs, and the Department of State.

Workshops on Lessons Learned and USAID Activities
The information presented at the workshops has been posted on web sites and CDs for ease of access. Evaluations and interactive debriefing activities following each workshop have helped enhance successive learning events. The Water Team has also gained useful knowledge in the sharing of ideas at the workshops that have enhanced program effectiveness in a number of ways that are difficult to measure.

Global Education Database (GED)

Description

The Global Education Database brings education statistics together into one source. The data come from UNESCO's Institute for Statistics (UIS) and Demographic Health Surveys - Education Data (DHS). The data is converted into a SAS data set. This year the data set was used to produce the GED Online, the GED 2003 CD ROM, and the GED 2003 downloadable database.

Typically, the GED Online database is updated as new data becomes available from UNESCO and DHS. The CD ROM and executable program are created every two years. The 2003 edition is the third edition of the CD ROM.

Value Proposition

The Global Education Database was created to provide a central source of education data pertinent to USAID activities so that users wouldn't have to gather it from multiple sources. The goal is to enable USAID staff to assess the status of basic education, skills training and higher education in USAID-assisted countries or regions and across countries and regions for relative standing at any given time. The primary audiences are USAID, people in developing countries, and the university community.

Results

The database is very useful in responding to data requests. For example, it recently allowed the Statistics Unit to provide timely data upon request for the Islamic Education study. SAS programs can be written to create output tailored to the requestor's needs.

The online database allows government officials and analysts in developing countries to see how their country's educational status compares to other countries.

The online database allows government workers in developing countries to get an idea of how their country compares to other countries in the region.

Issues

The current effort is to continue updating the database with education data. We are working with UNESCO to ensure that our updates are methodologically sound.

Contact   ## Category

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Links   ## KM Item Type

http://qesdb.cdie.org/ged/index.html   Knowledge Asset

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *39*

FRAME

Description

FRAME is a Knowledge Management system comprised of a website (http://www.frameweb.org) and a Contact Group comprised of senior Africa-based Natural Resources Management practitioners. FRAME was initiated in the mid-1990s by AFR/SD to make available key information key information about issues, programs and resources throughout Africa of relevance to AFR's environmental programs. The website has grown considerably in scope and volume of information since its inceptions and currently provides a highly rich base of knowledge and best practices - all told, over 500 web pages of information. In addition to being a storehouse of relevant knowledge, the site supports interactive-discussions and Partner Pages. The Partner Pages allows partners to establish their own web site. Recently, the FRAME site was transferred to a Simplify@ platform that provided discussion groups with the capacity to manage discussion groups without having to depend upon a webmaster. The management was transferred to EGAT/NRM/LRMT in 2003.

Value Proposition

The original idea dates from work in 1994 by AFR/TR to share information and best practices between missions and AID/W, and in particular between AID staff and partners. The Policy Consultative Group, implemented in conjunction with World Resources Institute and comprised of senior policy specialists, was among the precursors to FRAME. In 1997, SD realized that the PCG needed to be more Africa-based, and more flexible. In addition, AFR/DP and AFR/Southern Africa both requested help in developing a data base/experts system that would better inform USAID policy makers and program specialists. A major concern was that the normal bilateral focus in approving Country Strategic Plans, plus a lack of means for the technical staff to share best practices was leading to highly inefficient program designs and Strategic Plan approvals. FRAME evolved initially as a continent-wide knowledge resource, integrally linked to a PCG-related experts group - the FRAME Contact Group. Tracker - FRAME's companion application that provides case study information- is described in a separate report. FRAME and Tracker are being merged during the coming year.

Results

While FRAME was designed initially to focus on influencing decisions by senior AID staff, it has evolved into a site more directed to field staff and partners involved with projects and programs in Africa. A wide range of professionals and implementers use FRAME. Having grown from a couple of hundred æhitsÆ a month, it now averages well over 40,000 hits a month, making it typically the most accessed site supported by AFR-SD. The Contact Group has also grown from the initial 12 specialists, to include of 80 members, including many NRM/environmental field staff working for AID in Africa, as well as African scholars and practitioners. AFR/SD and EGAT/NRM have worked to improve the impact of the Group, including them in USAID activities and presentations, such as the Johannesburg WSSD Conference meetings in 2002. The recent transfer of the site to the Simplify@ platform has allowed the initiation of several discussion groups managed by members of the discussion group.

Issues

While highly successful, the web site was management intensive requiring heavy involvement by webmaster staff, and continuous updating and refinement. As the site grew in demand for new functions, adding additional functionality became increasingly burdensome. In particular, the original system was cumbersome in hosting discussion groups and other exchanges of information and opinion. During FY '03, AFR-SD procured a license for Simplify 3.0, and the contractor (International Resources Group) converted all web pages, data bases and Contact Group information to the more flexible and integrated application. Given the strong emphasis on communities of practice coupled with the capability under applications such as Simplify to integrate email lists with the web-based data field, we expect the new platform to permit the FRAME system to meet its full objectives with less management burden. And, in order to make best use of the system, we merged FRAME and Tracker, a move that gave value-added to the case study information and knowledge in the Tracker.

During FY '03, AFR-SD is procuring a license for Simplify 3.0, and IRG will convert all web pages, data bases and Contact Group information to a more flexible and collaborative application, such as Simplify 3.0, and refine FRAME's design and operability. Given the strong emphasis on communities of practice coupled with the capability under applications such as Simplify to integrate email lists with the web-based data field, we expect the new FRAME application to permit the FRAME system to meet its full objectives.

We also plan to merge FRAME and Tracker, and integrate these applications more directly into the rest of AFR-SD's NRM programs.

Organization   Economic Growth, Agriculture and Trade
Inventory   113

FRAME

Contact

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Category

Cross Sectoral

Links

http://www.frameweb.org

KM Item Type

Community of Practice

Organization *Economic Growth, Agriculture and Trade*

Inventory   *113*

Tracker

Description

Natural Resources Management Tracker (NRM Tracker): Description: Tracker - Innovation Tracking Application. Tracker is a database designed to capture information on natural resource management innovations in Africa. It was developed in parallel to FRAME, but originally housed on a separate website. It was incorporated into the FRAME sit in 2003. Tracker is based upon a questionnaire which can be accessed on a website, by email or from a CD, and which is designed to be filled out by practitioners, primarily in Africa. Tracker is program-funded and its management was transferred from AFR/SD to EGAT in 2003.

Value Proposition

All over Africa, creative people are experimenting with local initiatives to improve the management of natural resources and the livelihood of those who benefit from them. Unfortunately, the lessons from one effort are rarely shared with others. Why? The costs of capturing lessons learned from different parts of the continent and sharing them has always been very high. Research reports that are commissioned to synthesize lessons learned are typically years out of date before they are published. And when documents are published, photocopying constraints make them difficult to obtain. In the end, the thousands of experiences of hard working individuals are lost. As email communications, and to a lesser extent use of the web, become commonplace among African environmental practitioners, a new and important opportunity exists to share information in ways that couldn't be done a short time ago. AFR-SD wanted to develop a simple to use tool that would facilitate the collectio!
n and sharing of this information, in a manner that empowered local practitioners. The Tracker application has been developed with the overall objective of facilitating information capture and sharing among those interested in improving resource management through work with local communities. At its heart, Tracker is a database which allows users to enter their own experiences from local resource management or learn from the experiences of others.

Results

There are presently over 130 innovative practices and projects within the data base, many both in English and French.

Issues

Tracker was integrated into the Frame site (www.Frameweb.org) in 2003 in order to take advantage of the increased flexibility of the new Simplify 3.0 platform. Not only will this configuration save management time, but it will also give the information value added.   The old configuration required valuable staff time for adding records. Under Simplify this will be done via templates, thus significantly lowering operating costs while empowering the user to actually control entry. In addition, given that the Simplify site facilitates integration of its components, the Tracker records can be more easily linked to other sites in the website.

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Category

Environment

Links

http://www.frameweb.org

KM Item Type

Community of Practice

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *114*

Agency Information Technology Team (I-Team)

Description

Established by Action Memorandum by AA/G in October 1998 to "provide a non-bureaucratic, team mechanism for exchanging information about information technology program successes and lessons learned throughout USAID." Check us out: http://inside.usaid.gov/ICT/. The I-Team is four years old!

The I-Team meets as needed, usually no more than once every three-four weeks.   Representatives from any operating unit in USAID/W with an interest in ICT-for-development attend, and the group is remarkable for the diversity of sectoral interests represented. Virtual members from missions are kept informed by e-mail. Presently, 44 members are on the USAID/W list; 50 on the virtual list. The I-Team is housed within the EGAT Bureau, is coordinated by EGAT/EIT/IT, and reports to the AA/EGAT.

The I-Team serves as a kind of Chamber of Commerce, promoting the interests of its members. As its "charter" action memorandum states, the I-Team does not receive or program funds; does not have permanent staff; does not coordinate IT generally." The I-Team does:
- Share lessons learned, often through presentations by key technical people, inside and outside the Agency;
- Solve problems of the group or those posed by the Administrator and Missions, such as providing instruction on computer donations or a technical bulletin on Open Source Software;
- Promote and publicize the activities and successes of group members;
- Coordinate Agency participation in the Internet for Economic Development Initiative (Presidential initiative of last Administration) and in similar Agency-wide initiatives as they emerge, such as the Digital Freedom Initiative, a Presidential initiative presently under consideration.

Value Proposition

The I-Team was established because of the need to have a single focal point for IT-for-development as an emerging cross-cutting theme. The Administrator expressed the need for such a technical point to refer to in matters involving information technology applications. In the year 2000, IT-for-development became one of five Agency cross-cutting themes and Agency primary and secondary codes for IT were established, in part an I-Team accomplishment.

Results

The I-Team played a major role in:

- Successfully coordinating the Internet for Economic Development Presidential Initiative, guiding its initiation in 21 countries;
- Fostering the initiation of similar cross-cutting I-Teams in the E&E Bureau and in several Missions (India, Morocco, Mali, Namibia, for example);
- Generating a sufficient Agency constituency to establish IT-for-development as an Agency cross-cutting theme;
- Fostering a proactive IT-for-development climate for Regional Bureaus so that ANE, E&E and LAC now have IT-for-development coordinators/champions similar to the Leland Coordinator in AFR;
- Bridging units with common interests to foster unified action, such as a proposal for GDA funding of a PDA pilot and the further development and deployment of business software important for securities and banking systems;
- Providing a forum for USAID managers on IT-for-development questions/issues from Y2K to Agency webpage clearance policy;
- Providing information to its members on innovative technologies and approaches to their use;
- Providing information to its members on the activities of participating units;
- Establishing both the I-Team and the Agency Information Technology webpages;
- Organizing a conference of 300 NGO participants with Stephen Sposato, now of DCHA, on IT-for-development applications;
- "Being there" as a relatively well-known Agency reference point on IT-for-development.

Issues

EGAT plans to maintain the I-Team with its present mandate. It is a challenge to maintain and take best advantage of the webpage. Experimentation with meeting in virtual space is yet to come. It probably should not be scaled up. It may be a useful model for other communities of practice because it is a "safe haven" for the exchange and promotion of ideas. The I-Team is a recognized community of practice with bureaucratic standing but without the bureaucratic constraints and/or threats that a funded and staffed operating unit might convey.

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *120*

Agency Information Technology Team (I-Team)

Contact

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Category

Information Communication Technology

Links

http://inside.usaid.gov/ICT/

KM Item Type

Community of Practice

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *120*

Trade Capacity Building (TCB) Database

Description

The Trade Capacity Building (TCB) Database (http://qesdb.cdie.org/tcb/index.html) is an online, searchable database of U.S. Government (USG) funding for activities that assist developing countries and transitional economies to become more integrated into the global economy.   Data is searchable by country or region, by TCB category (including WTO agreements), by U.S. Government funding/implementing agency and/or by activity. Results of your search will appear on your screen, formatted for printing, and can also be saved as an Excel or Word file. The database contains data for FY1999 through FY2003. Users can query the database by country or region, trade category, or funding agency. In addition, detailed country activity reports are available for FY2002 and FY2003.

The data contained in the TCB database originates from surveys of USG agencies and USAID missions.   The first systematic survey of TCB activities was completed in 2001 and collected data for FY1999 through FY2001. A detailed report was prepared for distribution at the WTO Ministerial meeting in Doha (November 2001). In 2002, an update survey was conducted and the FY2002 results were included in the database. In 2003, the survey was updated again and a brochure http://www.dec.org/pdf_docs/PDABY500.pdf was created for the WTO Ministerial meeting in Cancun (September 2003). In 2003, the survey was conducted using an online data collection tool instead of the paper forms that had been used in the previous years. Although USAID took the lead on this knowledge sharing activity, it represents a planning and reporting collaboration among more than two dozen USG agencies and institutions, as well as the vast majority of USAID field missions.

The online database was launched in January 2002, following an extensive data collection project in the previous year. Funding data and program descriptions were collected for TCB activities during three fiscal years: FY99, FY00, and FY01. In October 2002, the results of a data collection update were added to the online database, bringing coverage up to include FY02. Although USAID took the lead on this knowledge sharing activity, it represents a planning and reporting collaboration among more than two dozen USG agencies and institutions, as well as the vast majority of USAID field missions.

Value Proposition

In the wake of the WTO Ministerial in Seattle, the USG recognized the need to measure and document foreign assistance activities that improved the ability of recipient countries to engage in the rules-based trading system. Such activities included assistance for WTO accession and support for the development of the physical, institutional, and human capacity for a country to expand its trading activities.   The data is also used frequently to respond to inquiries from Congress and the Executive Branch Agencies, as well as the World Trade Organization and the OECD/DAC.

Results

The TCB Database directly serves the needs of USG foreign affairs agencies to measure and understand their activities to increase the trading capacity of developing countries. The database also serves the needs of the WTO and the entire donor community to monitor these activities. Indeed, the TCB Database was used as a model by the WTO in the design of their database covering the TCB activities by all donor governments. At the WTO Ministerial in Doha (November 2001), the USG and other donors committed themselves to provide increasing support to developing countries with respect to trading capacity. The quantitative information in the TCB Database is a practical tool for benchmarking and monitoring the outcome of those commitments. The increased availability of qualitative information (e.g., programmatic details) in the database is a valuable resource for lessons sharing and coordination among donors as well as between USAID missions and bureaus.

Issues

In the short-term future, the key issue for the TCB Database is finding the most effective way to share as much of the qualitative information as possible in a direct manner through the searchable database. Before the database was launched, USAID decided to post as much information as possible on an external web site – rather than develop a more extensive version on an intranet site. With the availability of vastly greater amounts of qualitative information covering FY02, the TCB team is working towards expanding the dissemination capabilities of the web site by the start of calendar year 2003.

In the longer-term future, the TCB team needs to streamline the data collection process without sacrificing the quality of the information gained. The pioneering work by USAID on data collection has already spawned similar activities by other donors. There are minor differences among these efforts, generating the need for early donor collaboration in the design of future data updates.

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *121*

Trade Capacity Building (TCB) Database

Contact

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Category

Trade

Links

http://qesdb.cdie.org/tcb/index.html

KM Item Type

Knowledge Asset

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *121*

Global Learning Portal

Description

The Global Learning Portal is a Global Development Alliance activity. It is sponsored by USAID-EGAT, AED, and Sun Microsystems. The Pilot Project engages Primary and Secondary Teachers, School Leaders/Head Masters, National Policy Specialists, and Curriculum Developers in 5 Countries: Brazil, Ethiopia, Nicaragua, South Africa, and Uganda. Each Country has a Global Learning Portal Content Facilitator who will assist and train teachers in developing on-line communities with the collaborative tools and resources available to them via the Global Learning Portal. The Global Learning Portal will be available in English, French, Portuguese, and Spanish.

Value Proposition

The Education for All initiative stimulated the need to provide knowledge sharing tools to educationists. Through the generous support of USAID, AED, and Sun Microsystems, resources were leveraged to permit the construction of a web-based teacher portal. This tool will be initially tested with 5 Pilot Countries to learn how/if teachers in developing countries can/will create collaborative communities. The hope is that the teachers will engage with technology as a tool that will help them collaborate and share curriculum and best practices that improve teaching and learning.

Results

The effort is being launched on 29 September 2003 with a training programme for the 5 Country Facilitators. It is too soon to describe the results of the efforts.

Issues

This initiative is designed to be replicable and scalable to other countries and other languages over time with adequate funding. The Pilot will engage teachers in a variety of activities that support enhanced teacher professional development. It is hoped that those activities, designed by teachers for teachers in multiple languages, can be shared and replicated around the globe-thereby growing a community of knowledge users.

Contact

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Category

Education

Links

www.glpnet.org

KM Item Type

Portal

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *126*

Agricultural Trade Programming Tool (prototype)

Description

Agricultural Trade Programming Tool (prototype)- an interactive diagnostic tool designed to assist field mission officers involved in agricultural trade. Officers will be able to use the tool to develop and implement agricultural trade strategies, activities, and use as a reference tool. The tool is being developed by John Lamb of Abt. Associates, funded by USAID under the RAISE IQC.

Value Proposition

To make agricultural trade resouces readily available to field officers in a user-friendly tool in order to increase their access to knowledge and their effectiveness in this ever growing international priority.

Results

The tool is currently a prototype and still in the design phase. However, it has received high praise in initial presentations to international development audiences.

Issues

The prototype will eventually become a web-based tool and made readily available to missions around the world. Additionally, we foresee the tool being available to our partners in the field.

The major challenge is to develop a final design that will be widely accepted and utilized by USAID's missions. To overcome this challenge, both mission and end-user input will be highly sought after and taken into account during the design phase.

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Category

Agriculture

Links

KM Item Type

Best Practices

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *127*

EGAT Communications and Knowledge Management Team

Description

The Communications and Knowledge Management Team (EGAT/PAICO/CKM) provides Bureau-wide services for communications and knowledge management. Internal and external web sites are managed by the Office to provide frequently updated information with regard to Bureau services and schedules. PAICO/CKM is responsible for: developing communications and knowledge management strategy for EGAT; overseeing the flow of written communication; preparation and editing of reports, speeches and presentations; oversight of publications in general; liaison with LPA on Congressional and public communications; collaboration with PPC, IRM and CIO on knowledge management and technology issues; management of the Bureau website, including calendaring function; and providing or arranging training courses as needed to improve quality of staff communications and outreach.

Value Proposition

Following reorganization and given the BureauÆs diversity of sector activities, EGAT Bureau felt the need for a central location within the Program Office that would help provide greater coherence, timeliness and consistency to EGAT communications and knowledge flows. The CKM Team has established the following services or teams to better serve the Bureau in this regard:
- An extended Communications Team (since last January) which draws together webmaster and communications representatives from throughout the Bureau, in an attempt to strengthen and standardize technology, content and communications techniques.
- A webmaster (Chuck Patalive) who maintains an active internal and external Web, as well as a variety of other IT support services, including participation in new Agency applications such as document management.
- A multimedia expert (Wendy Mayberry) to support video, PowerPoint, and similar graphic and public affairs presentations.
- A knowledge management advisor (Gary Vaughan) to promote sharing of information by various sector teams as part of their KM initiatives and pilot projects.

Results

* Richer and more timely Web content (e.g. updated external web, user guides for all EGAT contracts, skills matrix for all personnel)
* Completion of general strategic principles to guide Bureau activities in both communications and knowledge management.
* Production of a short, explanatory video by AA/EGAT on knowledge management and taping of related KM seminars, and plans to put same in a menu-driven format and redistribute to Missions and other partners by both CD and Web.
* Production of an EGAT logo, and preliminary concept for related ôbrandingö and marketing plan.
* Production of user guides for multi-media equipment and common software
* Increased Bureau awareness of knowledge management concepts and models through briefings, seminars and Bureau participation in both Agency strategy and Knowledge Fair activities.

Issues

-- Culture: There is a ôculturalö issue to improve learning and information-sharing within the Bureau, and between the Bureau and Missions/partners. This may be addressed, in part, by launching of a monthly EGAT Knowledge Sharing Forum for both staff and partners in November. It will also be addressed by KM briefings at office staff meetings, informal brown-bags, and special cross-sectoral studies (e.g. business enterprise).
-- Technology: There is a need to make staff more aware about how to best use new CKM tools and techniques, as well as continually adapt these tools to user needs.
-- Division of Labor: There is a need to clarify what CKM services are best done centrally vs. what should be delegated to individual offices and teams in EGAT.
-- Agency policy: Some CKM advances are dependent on progress with Agency-wide issues re future Knowledge for Development strategy, standards for collaboration and documentation management software, LPA guidelines re logos and external web sites.
-- Results: There is a ôburden of proofö to move beyond promotion and pilots to demonstration of clear results from recent CKM initiatives, and thus broaden the involvement and support by EGAT staff and partners for CKM activities.

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *131*

EGAT Communications and Knowledge Management Team

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Category

Uncategorized

Links

http://inside.usaid.gov/EGAT/

KM Item Type

Other Knowledge Sharing

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *131*

Knowledge Sources and Technology systems

Description

Knowledge sources - Internal website, External website, Water Finance website
Technology systems - web-based credit management system for banks to input quarterly information on loans under DCA guarantees.

Value Proposition

Both the internal and external websites were developed to provide USAID Missions (internal) and any interested parties (external) with information about what DCA is and how it works. It is an educational tool and resource center for learning about loan guarantees, seeing examples of how it has worked (where and for what), finding people to contact for questions, retrieving forms and guides or manuals to use in setting up a guarantee.
The Credit Management System (CMS) database provides a seemless way for banks to produce required information to USAID regarding the loans distributed that are covered by the guarantee. Previously, paper copies were filled out and faxed to multiple parties but time delays and lost documents were a considerable constraint on the processing of information. This system provides immediate updates that can be easily referenced by any passworded participant.
The water finance website is in its nascent stage but is being prepared to hold global information on water finance as a resource for donor agencies, state and local municipalitites as well as private sector participants.

Results

As of now, both sites have been up for less than a year, but we have already received positive comments on its value and e-mails especially from Missions looking for more information. Because the site exists, people are able to access it and get information. It has been a great reference source when speaking with Missions as we are able to guide them to data or text on the site pertaining to specific issues.
CMS will go live in 3 weeks.
The water finance website is available but still in the beginning stage of developement.

Issues

Implications - greater sensitivity to Mission needs, timely response, creates feel of "open-door access and availability" to Agency mechanism.
Challenge - having enough time to devote to each initiative given other demands
Sustainability - updates are provided on a regular basis to keep the sites current
Scale-up - by providing more interactive capabilities and potentially linking the CMS to both the internal and external sites for positive information flow.

Contact

Category

Information Communication Technology

Links

http://inside.usaid.gov/EGAT/off-dc/index.html

http://www.usaid.gov/our_work/economic_growth_and_trade/development_credit/index.html

KM Item Type

Technology

Organization *Economic Growth, Agriculture and Trade*
Inventory   *153*

Increased Sustainability-Reproductive Health Svcs

Description

USAID's Bureau for Africa, Office of Sustainable Development (AFR/SD) expressed interest in compiling a portfolio of Bureau-funded research and analytical work that identify and encourage the adoption of policies and programs for increased sustainability of reproductive health services in sub-Saharan Africa. The SARA project compiled this information, repackaged the information as necessary, and produced an interactive CD-ROM.

Value Proposition

The AFR/SD supported SARA project is always looking for new and innovative ways to disseminate information to the right people at the right time. A recent survey of health professionals in West Africa indicated that the preferred method of receiving information is a CD-ROM. While the project does not see the CD-ROM as a substitute for hardcopy media in sub-Saharan Africa, it is a low-cost way to disseminate large quantities of information. This CD-ROM identifies strategies and programs that address: adolescent reproductive health; reaching males to promote gender relations; supporting women's empowerment; integrating STI/HIV/AIDS into existing services; promoting social marketing to advance positive behavior change. The motivation for producing this CD was to share knowledge that can assist Africans to plan, manage and implement reproductive health programs in the region.

Results

This interactive CD-ROM serves a dual role. It is a) an indispensable tool accessible to a range of audiences, particularly country health ministry officials and USAID program managers who are in the position to strengthen reproductive health programs; and b) an archive of all the materials on reproductive health produced by the Africa Bureau 1996-2002.

Issues

This was the first interactive CD-ROM produced by AFR/SD in the area of health. We anticipate that this experience in compiling and disseminating digital information will provide a viable option for our African audiences to access timely and current information. The CD is being distributed at meetings, conferences and on request.

Contact

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Category

PHN

Links

KM Item Type

Knowledge Asset

Organization *Economic Growth, Agriculture and Trade*
Inventory   *155*

Accelerated Microenterprise Advancement Project

Description

Accelerated Microenterprise Advancement Project is USAID's current IQC project on microenterprise development, managed by the Agency's Microenterprise Development division. It also will be one of the Agency's primary test beds for using knowledge sharing and communities of practice as an integral element of a complex IQC. If successful, the tools and approaches developed can be of direct benefit to a wide range of IQC mechanisms throughout USAID.

AMAP has 3 technical components -Microfinance, Business Development Services and Enabling Environment - each with three consortia, encompassing over 50 firms and organizations. Each technical area is tasked with generating and using knowledge on microenterprise development . Under a fourth cluster, Support Services, the Knowledge Management and Communications component will integrate all of the technical entities involved with AMAP.

Its goals are to:

a.   Develop, populate and manage a technological infrastructure to establish and maintain processes and systems to capture, manage and share knowledge

b.   In collaboration with MD technical teams and AMAP technical contractors, design products, disseminate knowledge and facilitate research quality control and agenda development through developing and strategically distributing products and messages to improve the microenterprise work being done by MD, practitioners, missions, donors and other key stakeholders; and working with MD technical teams and their contractors to facilitate Learning Advisory Boards to review research products and develop research agendas.

c.   Develop and implement a communications strategy to promote microenterprise adoption and best practices by strategically distributing products and messages tailored to missions, practitioners, donors, other USG Agencies, Congress, the public, and others, to explain to "agnostics" why microenterprise development is important, inspire "believers" to proliferate microenterprise development activities, and create "champions" to promote the inclusion of microenterprise development activities in other programs and sectors.

Some of the key activities that will be supported include:

·   Developing, populating and managing a technological infrastructure. This activity will include merging, integrating and linking together a number of highly innovative websites already in operation, including the MMR site designed to help monitor performance information.

·   Developing an e-strategy to establish an infrastructure for collaborative knowledge sharing. We will be completing an E-Strategy and related strategies, designed to identify and flow of knowledge and information, to define the needs of users, providers and intermediaries, and to outline key needs, constraints and requirements that any KM system needs to address. This will include a detailed review of all collaborating organization, key clients and partner USAID Offices and Missions.

·   Facilitating collaboration and knowledge sharing among the communities of practice that comprise MD and its stakeholders. A focus will be on more informal communities of practice, within the three technical components, as well as linking together all three, stakeholders and clients. This will be supported by the use of collaborative web-based tools and applications.

·   Designing products, disseminate knowledge and facilitate research quality control and agenda development.

·   A major thrust of this effort will be the coordination, validation and dissemination of research activities undertaken by the technical components of the project. Formal Learning Advisory Boards will assist in this effort, to select the best practices and key knowledge that needs to be disseminated.

·   Developing and implementing a communications strategy to promote microenterprise adoption and best practices by strategically distributing products and messages tailored to missions, practitioners, donors, other USG Agencies, Congress, the public, and others, to explain to "agnostics" why microenterprise development is important, inspire "believers" to proliferate microenterprise development activities, and create "champions" to promote the inclusion of microenterprise development activities in other programs and sectors.

Two components that will be incorporated into the Knowledge Management and Communications activity are already

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *159*

Accelerated Microenterprise Advancement Project

underway and will be demonstrated at the fair. They are Microenterprise Results Reporting (MRR), and the Integrated Management System (IMS) for the Implementation Grants Program. Both systems assemble USAID microenterprise activity information, process the results and distribute reports to stakeholders. Lessons learned are more widely circulated and the performance indicators database will become a rich source for comparison of project accomplishments by USAID units and development partners worldwide.

MRR is an innovative Internet-based obligations reporting system used by USAID to track and report obligations for microenterprise development, as required by Congress. The information also helps guide USAID program decisions and budgeting. Also reported are performance indicators of USAID's development partners around the world, helping the agency estimate how many people are receiving assistance through microenterprise development activities. This reporting tool is available for other USAID agencies to monitor and evaluate program performance.

Based on the same innovative Internet technology as MRR, the IMS assists USAID in managing its grants programs. Grant applications are advertised online and by automated emails to potential grantees. Applications for grants can be completed and submitted online. Grant evaluators can view the applications online, download needed files, and record the review scores and comments online; and successful grantees report their progress toward targets online as well. The IMS achieves significant savings in staff time, and improves reporting by grantees and performance management by grant officers.

Value Proposition

IQCs are potent contracting tools, but they risk atomizing information and impacts. The challenge for USAID is to figure out ways to optimize learning through the efforts of a range of contractors, working for a variety of missions and offices throughout the world. This is made doubly difficult by issues of conflict of interest, and the fact that knowledge - what people know - is often far harder to share than information - what people procure.

The AMAP Knowledge Management and Communications activity and other related activities under Support Services identify, collate and disseminate key knowledge generated by the technical components of the project, in order to support communities within and among these components, with the fundamentally objective to promote collaboration and interchange among the project's various implementers. We believe that this effort will benefit all concerned - the MD Office, our partner missions and their host country partners, as well as all of the 50 firms and organizations involved with implementing AMAP.

Results

We will present AMAP at the Fair as a powerful pilot effort in which knowledge sharing is integrated into the heart of a major IQC; while it has just begun, we believe that its design is in itself a "best practice." If it is successful, we expect the knowledge sharing effort to greatly expand the impact of microenterprise efforts beyond the scope of specific ME investments, including a significant impact on other donors and host countries.

We are expecting the knowledge management and communications activity to positively impact a wide range of AMAPs partners and stakeholders; USAID missions will be able to access far more information across countries and firms than is often the case with IQCs, helping them both in Strategic Objective design as well as ongoing project implementation; the quality of information that USAID senior staff and key stakeholders rely upon will be significantly improved in terms of relevance, accuracy and timeliness; the work of all of the implementers will be improved through mutual sharing of lessons learned, and by the more effective use of peer review and quality control.

Issues

We are initiating new contracts to support knowledge management and sharing, and to continue and expand the resulting reporting effort. They are to be fully operational by the time of the Fair; a major Implementers Conference on October 29 will formally initiate these efforts.

Lessons learned show that successful knowledge sharing efforts require significant changes in behavior and human investments in quality control and community support. IT investments are, over time, a modest part of the lifecycle investment costs. We anticipate that these investments will be effective in terms of both cost and functionality.

While information technology is not a major part of the overall costs, IT is a key enabler; Agency decisions as to collaborative software, and the speed of implementation, may also affect overall impact.

Organization   *Economic Growth, Agriculture and Trade*

Inventory   *159*

Accelerated Microenterprise Advancement Project

Contact

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Category

Economic Growth

Links

KM Item Type

Community of Practice

Organization *Economic Growth, Agriculture and Trade*
Inventory   *159*

Mi Querido Pais

Description

I completed a relatively intense study of Hispanic demographics and migration in the US for a MBA in International Marketing from the University of Costa Rica. I created a website to share the information. I used an html editor and wrote some of the code myself. I maintain the site.

Value Proposition

I believe the information on Hispanic demographics and our response to our changing population is critical to the future of the United States. I put the information up so people could better understand the quickly changing nature of our country and the increasing economic and social importance of Hispanic communities. This is an area that we need to link to USAID development objectives and activities.

Results

My website has registered over 12,000 hits in the last year and has been accessed by a number of organizations in the US and internationally. Quantifiable benefits are hard to assess but I have received feedback from a number of people and organizations on the benefit of having this information accessible in one site with an interactive map.

Issues

I want to include more information on Hispanic demographics, economic purchasing power, links to US export markets and impact of remittance flows on the site. I also want to link the site to other organizations involved in Hispanic, trade and economic growth issues (both in Latin America and the US).

Contact	Category
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Links	KM Item Type
http://www.MiQueridoPais.com	Knowledge Asset

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *173*

IEQ Website

Description

The Improving Educational Quality (IEQ) Project fosters an international network of educators who work together to expand their understanding and visions. One of the main goals of IEQ is to share the lessons learned about effective classroom practice with individuals, organizations and countries. To that end, technical reports, newsletters and other documents that have been written are posted on the IEQ website.

The Improving Education Quality Project is a long-term initiative of the United States Agency for International Development (USAID) Global Bureau to assist USAID Missions and host countries implement their educational reform efforts in primary and early childhood education, as well as community development. IEQ seeks to: generate knowledge about the school and classroom reality of educators and students; use knowledge to develop a national consensus on reform priorities; and develop an in-country capacity for monitoring and evaluating educational results. All of IEQ II's publications and other documents representing IEQ's work can be downloaded from this site. There is also a "Research Instruments to Measure Teaching and Learning" portion of this website, which was designed to share tested research instruments and experience of IEQ researchers using these tools. There are links to provide helpful resources related to this important work.

Value Proposition

IEQ wishes to share with the researchers, educators, policy makers, and donor community its lessons learned, research protocols, tools, and other assessment instruments. It also wishes to: inform stakeholders with what has been gathered in the field; highlight challenges and potential solutions and the implications of those solutions; act as a resource of information with countries with whom IEQ has worked; and serve as a repository for IEQ publications to be shared with all interested.

Results

IEQ instruments were able to be shared with other projects. Rsearchers and educators were able to: use the publications; be informed of and be able to implement and apply IEQ's state-of-the-art methodology and research practices; understand the constraints and issues of IEQ's host countries

Issues

The second of two five-year contracts of the IEQ Project ended in September 2003, but much of its work is being continued and expanded in USAID's Educational Quality Improvement Project (EQUIP). EQUIP is going to continue to host IEQ's website in addition to developing their own. EQUIP is going into new developing countries as well as continuing in some of IEQ's host countries, working with some of them to develop the capacity to be able to develop their own websites and electronic information forums.

Contact

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Category

Education

Links

www.ieq.org

KM Item Type

Lessons Learned

Organization   *Economic Growth, Agriculture and Trade*
Inventory   *176*

Best Practices Compendium

Description

The Best Practices Compendium serves as a dynamic tool for program managers seeking to implement successful, evidence-based practices. This interactive and user-friendly searchable database is continually updated with RH-related programs and practices, training materials, and recent research studies that provide further evidence of success.

The Best Practices Compendium is an initiative with the international health community led by Advance Africa, a USAID-sponsored project.

Advance Africa is identifying, documenting, and disseminating FP/RH best practices. The purpose of the Best Practices Compendium is to make previously implemented program models easily accessible to program managers who seek to meet the needs of FP/RH programs. The Best Practices Compendium focuses on public health interventions, not on medical practices. Advance Africa's role is to act as the coordinator for gathering and managing information from various sources. Advance Africa involves technical experts in the review process to differentiate between "promising practices" and those with solid evidence of success, "best practices".

Defining a Best Practice
All practices included in the Best Practices Compendium are classified as "best practices" or "promising practices," as determined by the Best Practices Review Board.
The two criteria for assessing practices are: -Evidence of success, Transferability.
To be considered a best practice, a practice/program must include substantial evidence that it has had an impact and/or has successfully met its program objectives. Secondly, a best practice must show evidence that it has been transferred to or replicated in various settings. If no evidence of replication is provided, a Review Board member must show that this practice has the potential to be transferred to other settings. If a practice/program is lacking evidence of success and does not show evidence of replication or transferability, it may be considered a promising practice.

The Best Practices "Pyramid of Practices"
To be able to better identify best practices, a clear distinction has been made between untested interventions and those with more experience and evidence behind them. The "Pyramid of Practices" framework represents the various types of practices and the ways in which they are related. This "pyramid" is built on a base of common principles with "promising parctices", "lessons learned" and "best practices" conceived as ascending steps of the pyramid, with increasing 'confidence levels' associated with the ascending steps.

Best Practices Pyramid

Value Proposition

The purpose of this compendium is to provide best practices to program managers, policymakers and donors, particularly those in the field, who seek to implement or scale up reproductive health interventions using practices that have demonstrated success.

Rationale:
Organizations implementing international family planning and reproductive health (FP/RH) projects have documented three decades of successes in the form of what are commonly known as "best practices." This information, however, is not always easily available to program managers. Increasingly, country leaders and donors want to ensure that successful program models and the lessons learned are available to those planning new interventions. The Best Practices Compendium is part of an innovative approach to identify, document, and disseminate information to program managers on proven, effective, evidence-based practices and programs.

Who:
The Compendium is compiled for program managers who are seeking evidence-based practices to incorporate into their new program designs.

Format:
-The Internet-based format allows for continually updated information to be added, making this compilation an ongoing process.
-CD-ROM format allows managers in countries without Internet to access the interactive database and download all attachments/documents provided.
-Print copies of mini-compendia allow program managers in the field with limited computer access to review best practices, organized by topic area (eg. Adolescent RH, PAC, HIV/AIDS).

Organization   Global Health

Inventory   61

Best Practices Compendium

Results

To date, the Best Practices Compendium has been presented at 3 international conferences and multiple meetings. Over the past year, the Compendium has received nearly 6,000 hits on its website and disseminated 1,000 CD-ROMs. Based on initial evaluation of this initiative, the Best Practices Compendium is well received by program managers in the field as a resource for identifying best practices for program design. Program managers can use this tool on CD-ROM, on the Internet, or Print copies to access best practices and promising practices, depending on which format most closely fits their needs.

Issues

Future plans for the Compendium include increased awareness to contain a larger set of best practices, covering all RH fields. To do so, increased collaborations will be fostered with various organizations, including CAs and other international agencies. Dissemination methods will be expanded to increase users of the Compendium.

Currently, this initiative is supported by organizations interested in sharing their own best practices for dissemination in this compendium. The Best Practices Advisory Group, a group of members from 17 international agencies and CAs has been involved with reviewing the process for the Best Practices Compendium and advising Best Practices staff. Additionally, the external Review Board actively reviews all practices submitted to the compendium to ensure consistent quality and evidence of success.

Current challenges inherent in this process exist in identifying best practices based on the strict evidence-based criteria. It is difficult to find documented evidence-based practices which show proven success. Many successful programs lack the formal evaluations needed to prove their success. As evaluations prove more critical to donors, and more program managers institute formal evaluations, this issue is changing.

Contact

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Category

PHN

Links

http://www.advanceafrica.org/bestpractices

KM Item Type

Best Practices

Organization   *Global Health*
Inventory   *61*

Donor community e-newsletter

Description

Highlights new USAID initiatives, research, programs, and studies for our partners in the donor community.

Value Proposition

USAID is a world leader in technical assistance, research, etc. in public health initiatives in the development world, yet many of our partners in the funding/donor community aren't always aware of the direction we're going or of the ground breaking work we do. This newsletter provides a compendium of cutting edge information along with links to working papers, information about best practices, and contacts for more information.

Results

Newsletter recipients have been enthusiastic about the newsletter and circulation (which is by subscription only) has grown steadily. Consensus is that this is a highly valuable document.

Issues

Given shifting nature of USAID staff, the editorial board changes with frequency and so there is a small struggle in maintaining the original vision of the newsletter as new ideas come in. This is not a major issue.

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Management / Administration

Links

http://www.ehproject.org

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*

Inventory   *63*

Information exchange networks

Description

Established information exchange networks on specific environmental health (EH) topics (e.g., malaria and hygiene networks). There are over 600 members in the malaria network and approximately 120 in the hygiene network. Develops e-bulletins on malaria and hygiene, and disseminates them bi-weekly to network members.

Value Proposition

These networks were developed to facilitate information flow and communication among malaria and hygiene researchers and practitioners.

Results

Feedback from malaria and hygiene network members have shown that the networks and network bulletins are important mechanisms, especially for developing countries, to stay up to date on research and lessons learned and are also important for facilitating communications among researchers and practitioners (from research to the field).

Audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

Issues

Contact

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Category

PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   Global Health
Inventory   64

E-letter for communicators

Description

E-letter for communicators in cooperating agencies (CAs) working with the Office of Population and Reproductive Health.

Value Proposition

Many CAs do not actively report to general public and media the work they do with USAID funding. We have begun an initiative to encourage them to prepare more human interest stories about the work they do in the field for inclusion in annual reports, letters to partners, and in press releases describing new initiatives. In the process of encouraging people to do this, we have found that many of the staff assigned communications duties were entry level professionals, many without a media or PR background, so we began a newsletter designed to share tips on writing annual reports, preparing good press releases, getting technical stories from the field and making them interesting.

Results

E-Newsletter has been well-received. We began it with the intention of just making it a short term project. It has proven so useful, that we have continued publishing it. It is now a quarterly, and the circulation list grows every issue.

Issues

Contact

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Category

PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *65*

Infection Prevention CD-ROM

Description

The partner, with funding from the William H. Gates Foundation, has produced an Infection Prevention CD-ROM. Pilot tests of the CD-ROM were conducted in Nepal (April 19–23, 1999), Ghana (September 21-27, 1999), and South Africa (October 1-4, 1999), with a total of 138 field-test participants.

Value Proposition

The CD-ROM is to be used as an instructional training product. The purpose of the CD-ROM is to provide essential information about infection prevention needed to perform or supervise medical or surgical procedures, with an emphasis on low-technology practices. The primary audience for the CD-ROM is doctors and nurses.

Results

Pilot test participants included physicians and nurses from the private and public sectors, physician and nurse trainers, medical school instructors, medical school students, medical/quality of care officers and AVSC staff. In addition to using the CD-ROM, participants took pre- and post-tests for knowledge assessment, and provided evaluation feedback via both a written form and oral discussion.

Participants found the information presented in the CD-ROM to be both new, clearly presented and applicable to their jobs. 96% of participants agreed that they learned new information about infection prevention from the CD-ROM (Nepal – 100%, Ghana – 95% South Africa – 95%), and participants nearly unanimously agreed that they would apply the information learned from the CD-ROM to their jobs (Nepal – 100%, Ghana – 98% South Africa – 98%). 98% felt the infection prevention information in the CD-ROM was clear and easy to understand (Nepal – 95%, Ghana – 100% South Africa – 98%).

Overall, the evaluation indicates participants were extremely satisfied with the product and the experience, with nearly 100% responding they would recommend the CD-ROM to others (Nepal – 100%, Ghana – 98% South Africa – 100%) and would like to participate in future trainings using this type of technology (Nepal – 100%, Ghana – 98% South Africa – 100%). There was very high interest among participants for learning computer and other technology skills, and it can be inferred that some of the interest in this product stems from an eagerness to learn and practice these skills, in addition to the informational content put forth.

Issues

The overall findings of the pilot indicate that the product is very popular with users. User satisfaction rates were very high in all the sites, and it was clear from observation that participants enjoyed using the product and were engaged by this method of learning.

Expectations for use of the CD-ROM included a broad variety of possible applications. The pilot indicates that its use for disseminating infection prevention information and teaching appropriate practices in an innovative format is effective. Use of this CD-ROM as an independent learning module of a clinical training may need to be retooled. Some participants indicated that they would have liked the CD-ROM to be supplemented with other training approaches, including lecture and live demonstration to reinforce skills. Future applications of this product could incorporate such approaches in a training setting. The printed reference booklet is an important component given the depth of information and the reality that most people were not able to complete the CD-ROM.

As a result of the Nepal, Ghana, and South Africa field tests changes were made to the CD to make it easier to navigate. Based on observations of users, it was found that some of the game navigation was confusing. The navigation was changed in the games so that it would be similar to the navigation in the rest of the CD.

In addition a module menu page was added so that users would be able to select specific areas of particular interest or relevance to them. This eliminated the strictly linear presentation of material.

The evaluations and pre- and post-test scores indicate that participants learned new infection prevention information through the use of the CD-ROM. We were unable to do a longer-term follow-up with participants, but according to their evaluations, the vast majority intend to utilize this information in their work.

Participants' need for and interest in computer and mouse skills training was borne out through the pilot. While computer accessibility was slightly higher than anticipated, it is still not widespread, and the infrastructure is not yet

Organization *Global Health*

Inventory   *66*

Infection Prevention CD-ROM

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Category

PHN

Links

KM Item Type

Distance Learning

available in most sites for on-going use of the CD-ROM. Both the computer supply and skills training should be addressed in any future roll-out of the product.

Organization   *Global Health*

Inventory   *66*

Start Program Digital Videos

Description

Over the course of six months, we (a partner) produced and distributed two digital documentaries to share lessons learned in two technical areas from our work in Africa. The first, released in April, is a 9-minute film that explores the challenges of introducing antiretroviral drugs (ARVs) into developing country settings. It was filmed in Ghana and features our "Start" program. The second, released in July, is a 29-minute film that examines the rapid expansion of voluntary counseling and testing (VCT) programs for HIV. Both were made largely with USAID support. To produce these films, IMPACT staff members recorded all images with a hand-held digital camera and conducted some of the editing on a laptop in the field. This technology lends itself to a multiplier effect: We now can reproduce thousands of the images (including many that do not appear in the final films) as still photos, enhancing our ability to share our stories in other media.

Value Proposition

Because both situations—the shortage of VCT sites and the lack of ARVs in low-resource countries—are the subject of frequent discussions related to health planning, financing and infrastructure development, we sought to inject what we have learned into the discourse. To do so, we made significant investments in staff time, travel costs and film equipment. We produced the documentaries for multiple audiences—policymakers, donors, implementing agencies, stakeholders, and health workers in these and other developing countries.

Results

In both settings, the films have been enormously well received. Health workers and policymakers in Ghana and Kenya use them in ongoing HIV training and education programs. We have also distributed more than 100 copies (in both PAL and VHS formats) for use in more than a dozen other English-speaking countries where FHI operates prevention and care programs. The films have helped raise awareness of the importance of ARVs and VCT sites in public health system—and helped chronicle the challenges in introducing them.

Issues

Because we view the documentaries as an ongoing part of our education activities, we continue to invest in them. We expect to translate the audio into French so that we can reach important audiences in Francophone Africa. In Kenya, the National AIDS Control Program has been so impressed with the VCT film that it is arranging to broadcast it nationwide on Kenyan national television. We hope this can take place on Dec. 1, World AIDS Day.

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Links	*KM Item Type*
	Lessons Learned

Organization   *Global Health*

Inventory   *67*

AIDSQuest

Description

AIDSQuest is a web-based resource for researchers and others developing HIV/AIDS-related data collection tools. The web-site is www.popcouncil.org/Horizons/AIDSQuest. The partner has collected surveys from a number of international and local organizations, and from the published literature. Information on how each survey was developed and used is provided. Also featured in AIDSQuest are methodological tips on designing AIDS-related questions. A CD-Rom version is also available.

Value Proposition

The objectives of AIDSQuest are to:

- Create a resource for researchers and others who are developing standardized questionnaires and other instruments related to HIV/AIDS research;
- Bring together information on the development and prior use of surveys as available;
- Offer methodological tips on developing AIDS-related questions;
- Provide a forum for new and innovative surveys or scales; and
- Encourage the widespread use of similar questions in surveys worldwide, to facilitate comparison and validity of results.

The surveys in AIDSQuest are made available as examples to help researchers begin the process of developing their own instruments. An important goal of the library is to offer a variety of different surveys that address similar topics, so that researchers can choose among a range of options and combine and adapt options as they see fit.

Results

AIDSQuest has received an average of 7,000 hits per month since its inception in 2001 and continues to be one of the most popular sites on the webpage.

Anecdotally, the patner's staff members have heard a number of researchers indicate that they use AIDSQuest and find it to be very useful. As an example, at the Fourteenth International AIDS Conference in Barcelona, Spain, a presenter cited AIDSQuest as their source of measurement tools.

Issues

The partner's researchers will continue to update and expand the surveys available on AIDSQuest both on the web and with new versions of the CD-Rom. By helping create such a widely available resource, the partner hopes to be able facilitate valid comparisons across various studies.

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Category

HIV AIDS

Links

http://www.popcouncil.org/horizons/AIDSQuest/

KM Item Type

Best Practices

Organization   *Global Health*
Inventory   *68*

International Vitamin A Consultative Group

Description

IVACG was established in 1975 by the U.S. Agency for International Development to provide support and guidance to international activities to control and eliminate vitamin A deficiency worldwide. A primary objective of IVACG is to provide a forum for the exchange of new ideas, research findings, and programmatic interventions which may contribute to the eradication of vitamin A deficiency. To this end, IVACG sponsors international meetings of experts in the field; collaborates with international organizations, such as WHO and UNICEF, in developing and establishing guidelines for public policy and for vitamin A deficiency diagnosis, treatment, and prevention; and provides technical guidance to implementors and policy makers through state-of-the-art publications addressing the causes, treatment, and prevention of vitamin A deficiency.

INACG is dedicated to reducing the prevalence of iron deficiency anemia and other nutritionally preventable anemias worldwide. It also sponsors international meetings and scientific reviews and convenes task forces to analyze issues related to etiology, treatment, and prevention of nutritional anemias. Through its international meetings, INACG provides a forum to foster the interchange of ideas, the presentation of new research findings and survey data, and discussion of action programs. It also coordinates the efforts of both bilateral and multilateral donor groups.

Value Proposition

IVACG and INACG were established to summarize existing scientific knowledge about vitamin A deficiency and iron deficiency anemia and translate that knowledge into practical guidance for developing country public health and community-level staff. Through large international meetings and publications (print and electronic), IVACG and INACG keep developing country micronutrient program staff up-to-date with the most effective strategies to prevent and control these deficiencies.

Results

IVACG and INACG have released a series of publications (see publications lists attached). IVACG held its 20th meeting in Hanoi, Vietnam in February 2001. INACG held a symposium immediately following the XX IVACG Meeting in Hanoi. More than 550 policy makers, program managers, planners, and scientists from 64 countries participated in the gathering in Hanoi. Successful initiatives from Vietnam and the region to reduce vitamin A deficiency and iron were highlighted also.

The XX IVACG Meeting focused on which strategies work best to eliminate vitamin A deficiency and have a public health impact, and issued new recommendations toward this effort. The proceedings of the XX IVACG Meeting were published as the September 2002 supplement to The Journal of Nutrition. Copies were distributed to all meeting participants. This document is unusual because of its in-depth state-of-the-art scientific content. It provides a complete summary of the best available knowledge on assessment, implementation, and evaluation of vitamin A deficiency, and ways to prevent this major public health problem. Most IVACG meeting reports are published as stand-along documents and posted in the IVACG website.

The INACG symposium report summarizing current issues for iron deficiency programs was published, and is available on the INACG website.

Issues

The XXI IVACG Meeting is scheduled for 3-5 February 2003 in Marrakech, Morocco. INACG will hold a one-day symposium on 6 February, following the IVACG meeting.

Organization   *Global Health*
Inventory   *69*

International Vitamin A Consultative Group

Contact

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Category

PHN

Links

http://ivacg.ilsi.org

http://inacg.ilsi.org

KM Item Type

Community of Practice

Organization   *Global Health*

Inventory   *69*

Implementing Best Practices (IBP) Consortium

Description

Global Health has partnered with WHO and participating Collaborating Agencies (CAs) to form the Implementing Best Practices (IBP) Consortium. The IBP Consortium has several primary objectives:
- To create and sustain an effective network of collaborating international and national groups to identify, disseminate, and apply evidence-based best practices.
- To recommend and provide evidence-based tools and approaches that will help support a process of change within countries.
- To work with partnering countries to develop a transferable process that fosters innovation, shared learning and information exchange for the management and application of new and existing best practices in reproductive health.
- To build on existing management and leadership skills at all levels to enable the application of innovative and creative approaches to introduce and use best practices.
- To support a process of continuous learning to implement best practices through mentorship.

Value Proposition

The IBP Consortium was formed out of a common desire to see best practices implemented more successfully in the field. The group came together in order to create a formal partnership that would help to streamline approaches, avoid duplication of efforts by organizations, and decrease conflicting information going out into the field. In regards to knowledge management, the collaboration offers the opportunity for WHO, USAID, and participating CAs to share and combine expertise in both medical and non-medical aspects of reproductive health services, offering more comprehensive support to the field.

Results

To date, the IBP Consortium has organized two "Implementing Best Practices" regional conferences in Nepal and Egypt. Participating countries send country teams to the conference to exchange information about best practices in reproductive health/family planning service delivery and finally, to form strategic action plans that incorporate best practices into their country programs. After the conference, country teams continue to work together in designing and implementing practical strategies for improving their country programs with support from a mentor.

Issues

The next IBP conference is scheduled to take place in India in early 2003. The IBP Consortium continues to explore the best ways to share knowledge with partners in the field and support their implementation of best practices in country programs.

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Links	*KM Item Type*
	Best Practices

Organization   *Global Health*
Inventory   *70*

IRCintranet portal

Description

We developed a website for Intrah staff worldwide that serves as a portal to relevant information and resources. The IRC website, available via Intrah's Intrahnet, provides desktop access to: the IRC catalog, other databases such as PopLine and PubMed, a variety of electronic full-text journals, and more. The website also provides full-text access to the archives of the AWARE notices, which is an electronic environmental scanning/clipping service provided by IRC staff who monitor a variety of listservs and other news sources. We cull relevant news articles together by topic (Reproductive Health, HIV/AIDS, etc.), repackage the articles in a separate e-mail, and distribute the information via a moderated listserv to Intrah staff who request the service.

We used Dreamweaver to create the website and, with the assistance of Intrah's Information Technology Unit, launched the website in December 2001.

Value Proposition

The IRC has a physical collection more than 8000 items and serves 175 staff worldwide. Each item in the collection has been cataloged in a database that was previously available only in the Chapel Hill Resource Center. By making the IRC website available to staff throughout the world, we aimed to provide desktop access to a variety of electronic and print resources, increase usage of the IRC (including staff time and expertise), and ultimately improve health care provider performance at the local level.

The AWARE service is a very popular method for staff to learn about newsworthy events throughout the world. Each AWARE message is indexed by topic and is archived on the IRC website. Staff can search the archives by topic and retrieve relevant news stories.

Results

Since the IRC website has become available to staff worldwide, there has been an increase in requests from staff for print resources, increased recommendations for new acquisitions, and increased research requests from staff in Intrah's field offices.

The AWARE service is very popular and keeps staff apprised of relevant and timely news stories regarding topics such as Family Planning, HIV/AIDs, Training Methodologies, etc.

Issues

The IRC website is maintained by IRC staff and will soon include the results of recent research requests, in an effort to share knowledge throughout Intrah. Although, the IRC catalog is fully functional, usability could be improved by modifying the way search results are displayed. The archived AWARE messages will be indexed more fully to improve access (for example, by country and by date).

Contact

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Category

PHN

Links

https://intrahnet.intrah.org/intrahnet_webpages/resource_center/

KM Item Type

Portal

Organization   *Global Health*

Inventory   *71*

Best Practices in Training Conference

Description

In order to identify and share information on training, a group of USAID CAs planned and conducted a conference entitled Training: Best Practices, Lessons Learned and Future Directions.

The focus of the conference was to examine best training practices used in international healthcare settings, with particular emphasis on family planning and reproductive health. In addition, training practices that have been employed successfully in sectors other than healthcare were examined and discussed for their applicability to reproductive health programs. The conference was organized by the JHPIEGO Corporation in collaboration with the Office of Population and Reproductive Health of the United States Agency for International Development (USAID) and a number of USAID Cooperating Agencies.

Value Proposition

The goals of this conference were to examine training practices identified as the best according to evidence and objective data, share lessons learned from implementing training in a variety of settings, and see what the future holds for training.

This conference was designed for individuals who have responsibilities for the design, delivery and evaluation of training interventions to improve worker performance, with a focus on family planning and reproductive health. Conference attendees included trainers, instructional designers, materials developers, facilitators and evaluators. Individuals responsible for programming and managing training interventions also attended the conference.

Results

Approximately 180 attendees from 14 countries participated in the conference. Attendees were able to select from 35 sessions focusing on best practices, lessons learned and future directions in training. Following the conference, all attendees received a CD-ROM containing all of the conference presentations and supporting materials.

The conference materials were reviewed and summarized in a presentation given at the MAQ Mini University. This same information is being sent to over 1000 recipients of JHPIEGO TrainerNews – an electronic newsletter.

Feedback was so positive, a similar conference in being planned for Africa in 2003.

Issues

Future implications include:

- A similar conference to be held in Kenya in 2003.
- Essential best practices and lessons learned are being included in a document being developed by several USAID CAs entitled Guidelines for the Design, Delivery and Evaluation of Training. A draft version of this document will be available at the African conference.

Contact

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Category

PHN

Links

http://www.jhpiego.org/whatsnew/bptrnafr.htm

KM Item Type

Best Practices

Organization   *Global Health*
Inventory   *72*

Performance Improvement Discussion List

Description

We set up an e-mail discussion group for USAID and CA staff around the world focusing on performance improvement (PI-L). This list has been operating for over three years and was set up at the beginning of USAID's performance improvement initiative.

Value Proposition

We set up this e-mail discussion group as one approach for helping USAID and CA staff share information and learn about performance improvement. It was felt that this e-mail discussion group would virtually bring together those individuals interested in integrating performance improvement principles and practices into their work.

Results

There are currently 128 subscribers from 13 countries. All of the postings since the beginning of the list are available online. The benefits include:

- A forum for sharing ideas and asking for advice.
- Connecting a group of individuals with a common interest in sharing information related to performance improvement.

Issues

This e-mail discussion list was to become part of a larger effort of USAID's Performance Improvement Consultative Group (PICG) that would include an active website. Work on that website has not progressed as planned, so the list remains a stand alone activity.

The primary constraint is encouraging more of the list members to participate. I have talked with a number of the list members and many appear to enjoy the postings and just "listening" to the discussions.

At the present time, there are no plans to replicate or scale up the list. It would be useful to have this list operate in Spanish and French, but that would require a "champion" to ensure the list is successful.

Contact

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Category

Management / Administration

Links

http://community.jhpiego.jhu.edu/archives/pi-l.html

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*

Inventory   *73*

E-Mail-Based HIV Course

Description

We are currently pilot testing an e-mail course, Meeting the Family Planning/Reproductive Health (FP/RH) Needs of Clients with HIV/AIDS in Low-Resource Settings. The course is targeted to a wide-range of healthcare professionals including those working in the fields of FP/RH, HIV/AIDS, and primary healthcare. The course is offered in a listserv environment and includes weekly lessons to a pilot-test group of 47 registered participants from 14 countries. The course is facilitated by Drs. Jean Anderson and Prof. Emmanuel Otolorin and administered by "teaching assistants". Each participant received a welcome letter, course syllabus, pre-course test, weekly lessons, quizzes and learning exercises, a post-course test and a final course evaluation. Participants who complete both tests and the final evaluation will receive a certificate of completion and HIV CD-ROM. The course started 14 October 2002 and will continue through 17 January 2003, with the possibility for future sessions.

Value Proposition

There is an urgent need for health professionals to address the FP needs of HIV clients. JHPIEGO was looking for an effective mechanism to widely disseminate such information to providers. The information in the course is based on a previously developed series of tutorials on HIV). This pilot test will also help gauge the interest and ability of reproductive health professionals to complete a course of this nature.

Results

The pilot test course has not concluded yet. We currently have 33 healthcare professionals from 13 countries participating. All are FP/RH or HIV/AIDS healthcare providers or program managers. Of the 33 participants, only 9 scored 70% or better (out of 20 questions) demonstrating a significant need for updated information. After taking the course, we expect all participants will score 70% or better demonstrating increased knowledge about family planning and reproductive health issues related to HIV/AIDS. Other benefits to participants include connection with international reproductive health colleagues, access to experts in the field of FP/RH and HIV/AIDS, and experience using computers and e-mail to communicate.

Issues

Plans are in place to offer the course to a larger audience and to offer it online as a self-paced course. This is a USAID Office of Population core funded initiative. We would hope to seek funding from other donors (e.g., UNAIDS/USAID HIV Office) to scale up the course and expand the range of topics beyond FP/RH.

Contact

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Category

HIV AIDS

Links

http://community.jhpiego.jhu.edu/archives/fprh-hiv-l.html

KM Item Type

Distance Learning

Organization   *Global Health*
Inventory   *74*

Reproductive Health Website

Description

In 1995, we established a reproductive health website entitled Reproductive Health Online (ReproLine®) (http://www.reproline.jhu.edu). We developed the ReproLine website initially by repurposing its printed learning materials (including reference manuals, presentation graphics, checklists, model course schedules). In time, We also obtained permission to include related materials from other organizations working in reproductive health, such as FHI and Intrah/PRIME. We continues to expand the site by including both JHPIEGO-developed materials and those of other cooperating agencies and organizations such as WHO.

Value Proposition

We developed the ReproLine website to update the knowledge of healthcare professionals, faculty and trainers working in reproductive health, particularly in low-resource areas that may lack printed resources and libraries. ReproLine is also intended to help trainers to do their jobs by providing ready-to-use materials they can use in training, such as presentation graphics on a variety of reproductive health topics. Finally, JHPIEGO envisioned ReproLine as a source for professional development and knowledge building when JHPIEGO is no longer working in a country.

Results

The ReproLine website receives 60,000-85,000 visits per month from over 100 countries, many of which receive USAID funding. There are over 1,000 downloads per month of presentation graphics sets, a tool that is targeted for use in training. A search using the Google search engine reveals over 1,000 websites and documents on the Internet that link to ReproLine, including the United Nations Population Fund, UNICEF, Harvard School of Public Health and cooperating agencies.

An evaluation conducted in 2001 of a technology-assisted learning center that JHPIEGO established at a university in La Paz, Bolivia revealed that medical students and faculty were accessing ReproLine to update their knowledge of reproductive health.

Issues

We are challenged to develop a plan for the future of ReproLine that continues the maintenance and growth of this valuable resource.We are also looking at reorganizing and expanding ReproLine to target the needs of preservice education and service delivery improvement.

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Category

PHN

Links

http://www.reproline.jhu.edu

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *75*

Health Communication Materials Network (HCMN)

Description

Health Communication Materials Network (HCMN) is a listserv serving over 550 health communication specialists worldwide. It was started by sending an email inviting everyone who had requested materials from the Media/Materials Clearinghouse (M/MC) over a period of 2 years, and who had email access, to join. The M/MC is part of the USAID-supported Health Communication Partnership

Value Proposition

We decided to start this listserv to position the M/MC as the central resource worldwide for health communication materials development specialists. By developing a listserv, we hoped to stimulate discussion, introduce people to one another, and share experience and advice around the world.

Results

HCMN started out with 30 members and now has over 550. New members join at a rate of about three per week. As a result of HCMN, these individuals, most of whom are working in developing countries, have access to information about conferences, new materials, and projects being produced by their colleagues. They also learn about one another via the "profiles of new members" section. The benefits are that: 1) these individuals feel less "alone" in their part of the world?they are now connected to others doing the same work, 2) the information about new materials and projects is shared instantaneously, and 3) health communication specialists can share experiences about their work.

Issues

Future implications include health communication materials conferences where the people that actually design the materials can meet, as opposed to the conferences solely aimed at the program manager level; website document critiques; virtual conferences; and shared databases with input by members, which offer information about members and their work. No plans in place at this time. Constraints: time to work on these issues (it is currently being maintained by one individual), funding for the bigger plans. Replicated: as part of the new INFO project, HCMN will become part of a network of health networks, and its members will be able to interact with specialists in other areas of

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Links

http://www.hcmn.org

KM Item Type

Community of Practice

Organization   *Global Health*
Inventory   *76*

Reproductive Health Gateway

Description

To help organizations share their knowledge about reproductive health more effectively, the Population and Health Materials Working Group created a portal website that provides a search engine on reproductive health called Reproductive Health Gateway (www.rhgateway.org). Rather than search the entire contents of the Web, as you would do on Google, or search only the contents of one site, as you would for example on WebMD, RHGateway searches the contents of web sites that have been selected for accuracy, authority, and relevance. The web sites of many Working Group participants form the core of RH Gateway but it also includes other authoritative sites such as CDC and WHO. The Working Group reviews and selects other sites for inclusion on the basis of relevance and accuracy. Reproductive Health Gateway also provides other portal features such as links to related resources, a calendar of events, etc.

Value Proposition

An RHGateway search is much quicker, easier, and more trustworthy than either a Web-wide search, which can yield many irrelevant or unreliable sites, or a time-consuming site-by-site search. All queries are answered with links straight to the information the user is seeking, rather than to a description of that information. It is designed for international reproductive health professionals, program managers, researchers and students. Its goal is to provide quick, easy-to-use access to the most relevant body of scientific reproductive health information which is accessible via the World Wide Web.

Results

The result: quick access to the full contents of all documents on 66 sites including PDF files, Word documents, PowerPoint presentations, etc. Searches can be conducted in 11 languages through both a simple single-box interface and an advanced query interface. Users who don't find what they are looking for on RHGateway, can repeat their search in four electronic databases whose content is not spidered by RHGateway: Development Experience Clearinghouse (DEC), Combined Health Information Database (CHID), POPLINE and PubMed (Medline). Or they can repeat the search on the entire web using the Inktomi search engine. RHGateway features new materials and resources related to reproductive health on its home page and on a "What's New" page. Users can sign up to receive a monthly e-mail update. Users who don't want to perform their own searches can search through a series of topics.

Issues

Plans are to develop the portal features by adding collaboration tools which would allow RHGateway users to create small groups to share knowledge, to set up listservs and threaded discussion groups, share files electronically, etc. We also plan to develop a combined publications ordering system which will allow RHGateway users to use a single interface to order publications from participating member sites - instead of having to visit 66 sites individually. We will continue to network with related portal sites such as Development Gateway.

Replication/Scaling up: This type of portal risks becoming too big if it gets scaled up too much. Replication - by subject - is probably a better approach. The searching/spidering feature of RHGateway is somewhat unique on the web and it could easily be duplicated for other subjects such as environment, child survival, etc.

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Links

http://www.rhgateway.org

KM Item Type

Portal

Organization   *Global Health*

Inventory   *77*

RHInterchange - Supply Initiative

Description

The knowledge sharing activity JSI would like to present involves the creation of a web-based information sharing system (RHInterchange) which will be used by major procurers and donors of reproductive health supplies.

The RHInterchange is a major strategy of the Supply Initiative: Meeting the Need for Reproductive Health Supplies. The Supply Initiative is a newly funded global effort to address reproductive health commodity security. The partners are Program for Appropriate Technology in Health (PATH), Population Action International (PAI), the European Commission for Population and Development (ECPD), Deutsche Stiftung Weltbevolkerung (DSW), and John Snow Research & Training (JSI R&T). The funders include The Bill & Melinda Gates Foundation, The David and Lucile Packard Foundation, The William and Flora Hewlett Foundation, and the Wallace Global Fund.

One of the objectives of the Supply Initiative is to improve the utilization of present and future financial, political and human resources for reproductive health supplies. To do so, the Initiative will build and manage the RHInterchange as a web-based common information system. The Interchange will be established to enable the open exchange of purchasing and shipment information by the procurers of contraceptives and other reproductive health supplies. This is a collaborative effort undertaken to better synchronize and standardize commodity management information systems.

Currently, the largest procurers of reproductive health supplies, IPPF, UNFPA, and USAID, have different information systems operating on unrelated schedules. UNFPA, which compiles data on donor support, has consequently been unable to provide an accurate or timely rendering of data. The RHInterchange will standardize these systems and will also be able to anticipate problems and allow opportunities for corrections.

Value Proposition

Contraceptive Security means an adequate supply and choice of quality reproductive health supplies for every man, woman, and adolescent who needs or wants them.

It has been firmly established that increased resources are needed to ensure an adequate supply and distribution of RH supplies for the customer. Balanced with the unified call for more resources (from donor countries, recipient countries, private sector and market segmentation advocates) is the need to efficiently utilize the resources that are presently available for RH supplies.

At a conference entitled Meeting the Reproductive Health Challenge held in Istanbul, Turkey in May 2001, a prototype for a web based information sharing system was shared with more than 100 participants from bilateral and multilateral organizations, collaborating agencies, advocacy groups and developing country delegates. From the beginning, the Initiative believed that a tool like the RHInterchange would hold great potential for integration of data, information sharing, and for better collaboration among agencies. The Initiative is committed to the goal of establishing a functioning RHInterchange.

Results

While the RHInterchange has not yet been built, we expect it will:

- Improve the agility, reliability, and customer service of donor contraceptive supply programs, leading to increased availability of products for developing country programs.
- Improve the collection and utilization of contraceptive commodity management information by and among the major purchasers of contraceptives for developing countries (starting with UNFPA, USAID, and IPPF).
- Improve the efficiency and cost-effectiveness of participating contraceptive funders' programs.
- Demonstrate the benefits of collaborative planning and management of donors' contraceptive programs so that more donors elect to fund contraceptives and existing donors increase their funding levels.

As part of the RHInterchange, an RHInterchange Forum will be established consisting of all major procurers of RH supplies (both bi-laterals and multi-laterals, private procurement agencies and NGOs). The likely benefits of the Forum are:
- Identifying and addressing issues/problems identified through the RHInterchange data analysis.
- Strengthening coordination among Forum participants and the soon to be established Supply Initiative Secretariat.
- Facilitating growth of the RHInterchange user network.
- Contributing to strategy for the design and phased introduction of the RHeXchange.
- Contributing to and linking with Secretariat resource mobilization strategy development and implementation.

Organization   Global Health

Inventory   78

RHInterchange - Supply Initiative

Issues

Future implications

Immediate: As mentioned above, the RHInterchange will initially include the three major contraceptive donation programs. However, we fully expect that in the next two years, it will expand to include other major procurers. It is critical that additional key stakeholders are included sooner rather than later. The concept that the whole is greater than the sum of its parts has strong implications for the goal of securing RH supplies.

Long term: The program will initially be a common information system. But we hope that it will lead to a web-based procurement system: the RHeXchange. The RheXchange would facilitate contraceptive procurement through the web by bringing together country programs that receive or purchase large volumes of contraceptives, donors and lenders that fund or conduct large-scale procurement, and global manufacturers and distributors of contraceptives in a single Web-based portal.

Constraints/challenges
The Supply Initiative and RHInterchange are in the development phase. Both have strong support from the funders and major donors including USAID and UNFPA. Because of this support, we have no identified challenges. However, in three years (when the current funding ends) we will require additional support to maintain and expand the operation. While the operational costs are relatively low for a global effort (covering mostly 3 staff members), we will nonetheless need funds to cover them.

Potential for scaling up
As mentioned above, the long-term strategy is that the RHInterchange will lay the groundwork for a web-based procurement system (the RheXchange). Towards the end of our current funding cycle, the Initiative will begin garnering political support for such a system. Additionally, the Initiative will conduct a feasibility study to determine the technological capacity of potential partners.

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Links

KM Item Type

Management Tool

Organization   *Global Health*
Inventory   *78*

STATcompiler

Description

The DHS STATcompiler is an innovative online database tool that allows
users to select numerous countries and hundreds of indicators to create
customized tables that serve their specific data needs. The STATcompiler provides access to nearly all of the
population and health indicators that are published in Democratic and Health Survey (DHS) final reports, with just the
click of a mouse.

Value Proposition

 Researchers, policymakers, members of academic institutions and general users around the world have long realized
the value of DHS Final Reports in giving them access to data from the survey program. The StatCompiler gives users
immediate on-line access to up-to-date information from all DHS surveys

The key elements of the StatCompiler are :

- Worldwide Access. Because it is an on-line tool, the DHS Statcompiler is accessible from anywhere in the world
where there is an Internet connection.
- Immediate results. Access to more than 600 indicators from more than 60 countries allows users to retrieve
up-to-date statistics on population and health instantly.
- Flexibility. Customized tables can be exported to Microsoft Excel for direct inclusion in reports or for editing

Results

STATcompiler is becoming an increasingly popular resource for both decision makers and academic researchers. To
 date the web site has had over 1 million hits and has served up over 95,000 tables to users worldwide

Issues

At present only the standard indicators from DHS reports can be generated. In the future users will be able to choose
from a wider variety of indicators and have access to a finer granularity of data. An offline version of StatCompiler will
be distributed on CD-Rom, to meet the needs of those users who do not have access to an internet connection.

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Links   ## KM Item Type

http://www.measuredhs.com   Technology

Organization   *Global Health*
Inventory   *79*

HIV/AIDS database

Description

HIV/AIDS database. A recent effort that will make HIV/AIDS data from a variety of DHS, UNICEF, CDC, and sexual behavior surveys available on the web, also allowing users to generate their own tables and country reports.

Value Proposition

Results in easy access to data by policymakers and program managers worldwide, as well as scholars and other users of the data.

Results

Huge impact on data users worldwide.

Issues

Ongoing; the data available will be continuously updated to include the most recent information.

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Category

HIV AIDS

Links

http://www.measuredhs.com

KM Item Type

Knowledge Asset

Organization *Global Health*

Inventory   *80*

DHS data archive - Macro

Description

Users can retrieve large datasets electronically after due registration and approval.

Value Proposition

Results in easy access to data by policymakers and program managers worldwide, as well as scholars and other users of the data.

Results

Huge impact on data users worldwide.

Issues

Ongoing; the data available will be continuously updated to include the most recent information.

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Links

http://www.measuredhs.com

KM Item Type

Technology

Organization *Global Health*

Inventory   *81*

CBGP Practitioner's Forum

Description

Community-based Growth Promotion (CBGP) is a community based, preventive health and nutrition program that actively engages families of children under two and the community in maintaining the adequate growth of young children and caring for and treating sick children under five years. The idea was developed within the Secretariat of Health of Honduras.

With the spread of the CBGP program beyond Honduras, we have tried to foster a lateral learning network among practitioners of CBGP for knowledge sharing.   The most innovative knowledge-sharing tool to support and facilitate the lateral learning network, the practitioner's forum, was developed in collaboration with BASICS. This unique electronic forum combines the attributes of a bulletin board, listserve, website, and chatroom. Documents can be downloaded from the forum; notices are posted; and there is a calendar on which members can post their significant events and progress. Members can ask questions, make comments or post responses, as in a listserve, or discuss issues in real time, as in a chat room. Only those trained in the CBGP program who have adopted its principles are forum members. This includes staff of ministries of health, NGOs, and consultants.

We have used more conventional means to acquaint others with the program. We facilitated regional Central America and Africa CBGP conferences as part of the creation of lateral learning networks, to raise awareness and provide training in CBGP to other countries in the regions. In addition, we facilitated a visit from Madagascar MOH staff to Honduras.

Value Proposition

We believe that fostering south-to-south communication through development of lateral learning networks assists in adoption and sustainability of CBGP. Practitioners have a forum to help each other to be self-sustaining instead of relying on donor-supported technical assistance.   With respect to our own business, new countries have often invited us to assist in CBGP implementation, even where the funding comes from another donor, e.g., the World Bank.

Results

The program spread from Honduras through more conventional knowledge-sharing means and is now also being implemented in El Salvador, Nicaragua, Uganda, Ghana, Eritrea, and Zambia; Guatemala is starting a program. The practitioners' forum ensures continued technical support and has increased south-to-south communication through a lateral learning network. Ultimately, children and families benefit.

Issues

Currently, we host the practitioners' forum and have been collaborating with BASICS. As the BASICS project phases out, the we plan to continue the forum. It is low-cost to maintain and requires little funding to continue. The challenge of the forum is primarily that many of its members are unaccustomed to interaction through electronic means and sometimes send us their postings rather than logging in to post entries themselves. Face-to-face communication has been key in engaging additional countries in signing on to the program. It is the regional meetings, which seem to be crucial to the addition of other countries and enlarging the lateral learning network membership, that require the most additional financial input. We plan to continue to present CMGP in professional meetings and in publications.

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Category

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Links

http://communities.msn.com/CBGPleaders

KM Item Type

Community of Practice

Organization   Global Health
Inventory   82

Maximizing Access and Quality (MAQ) Initiative

Description

The Maximizing Access and Quality (MAQ) Initiative is organized to facilitate knowledge sharing among the CA community, USAID staff, and partners in the field. At its core, MAQ consists of six subcommittees or "communities of practice", five of which focus on different technical aspects of quality and access in reproductive health and family planning (RH/FP) service delivery and one with a Francophone Africa regional focus. Twice annually, the members of the MAQ subcommittees come together, along with other interested parties, to exchange information about ongoing activities within MAQ and technical best practices in reproductive health/family planning service delivery.

Value Proposition

The MAQ Initiative grew out of a recognition that many of the practices being applied in RH/FP in the field were not been "evidence-based" and were actually creating barriers for clients in receiving desired services. In response, the MAQ community has worked to identify and implement practical, cost-effective, focused interventions aimed at improving both the access to and quality of family planning and selected reproductive health services.

Although many CAs are already addressing MAQ-related objectives in their program activities, the MAQ Initiative provides opportunities for experts to collaborate and pool their knowledge and field experience to identify and promote state-of-the-art tools and concepts, thereby making them accessible to a wider audience. In essence, MAQ aims to distill and disseminate lessons learned from the broader CA experience as well as identify critical areas that have not yet been addressed.

Results

On a larger level, the MAQ Initiative has facilitated a greater awareness around the importance of evidence-based practices in improving access to and quality of health care services. Several supporting documents, frameworks, and approaches have come out of MAQ's efforts that facilitate application of best practices in field programs. Some examples include:

- Development, publication, and dissemination of Essentials of Contraceptive Technology and the WHO Medical Eligibility Criteria. These technical reference guides have served in providing the scientific basis for the development and revision of RH/FP service delivery guidelines in over 50 countries.
- Production and dissemination of the wallchart, "Do you know your family planning choices", which has served to educate clients worldwide about the benefits and risks of contraceptive methods.
- Revision of the Kenyan national family planning guidelines to allow injectable contraceptives to be given to women of any parity, in accordance with WHO Medical Eligibility Criteria. This influenced the increase of injectable use from less than 1 percent in 1994 to 12 percent in 1998.
- Development and implementation of field-based "MAQ Exchange" workshops meant to engage USAID missions, their country counterparts, USAID/W and collaborating agencies (CAs) in a dialogue aimed at developing or improving programs that reflect MAQ principles and practices.
- Development of the MAQ Exchange curriculum, a collection of 23 modules covering a wide range of topics in reproductive health.
- Development and dissemination of checklists to allow providers to assess eligibility of clients for contraceptive method use, thereby decreasing existing barriers that are not medically indicated.
- Implementation of 2 half-day conferences that brought together over 500 people to exchange best-practices in 41 technical topics.

Issues

In the coming year, MAQ activities are currently planned to take place in Haiti and Washington, DC.

One of the greatest challenges that MAQ will focus on in coming year is continued identification and documentation of the most effective ways that best practices in service delivery can be communicated to and collected from USAID-supported field programs.

Organization   *Global Health*
Inventory   *83*

Maximizing Access and Quality (MAQ) Initiative

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Links

http://www.maqweb.org

KM Item Type

Community of Practice

Organization   *Global Health*

Inventory   *83*

Media/Materials Clearinghouse (M/MC) website

Description

The M/MC is an international resource for programs and individuals to search sample communication materials - pamphlets, posters, videos, etc. designed to promote public health. Through its website and CD-ROM, the M/MC provides a way to view sample materials, find out background information about them, and get in touch with the organization that produced them. The Health Communication Materials database contains 7,500+ sample materials with images and some with links to full-text. The M/MC is part of the USAID-funded Health Communication Partnership.

Value Proposition

The website provides a one-stop shop for people interested in developing health communication materials. The CD-ROM mirrors the website and provides those with poor internet access with the same resources that users of the website had access to.

Results

A unique website that brings together thousands of resources for health communication and health materials development in an easy-to-use format.
 - Quicker, more timely access to sample materials, which helps to decrease both money and time spent developing materials.
 - Full and up-to-date contact information for all materials in order to facilitate networking.

Issues

Based on user feedback and usability tests conducted on the old site, the web site has been completely redesigned to be much more user-friendly. Users can search for materials, photos, or contacts through a single interface. Or they can browse through materials and photos through a clickable interface. We plan to continue to add materials, photos, contacts, and full-text documents. This approach could be replicated for other subject areas.

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Links   ## KM Item Type

http://www.hcpartnership.org/hcp.php?sp=mmc_home   Knowledge Asset

Organization   *Global Health*
Inventory   *84*

E-conferences

Description

Partner conducted e-conferences on safe excreta disposal and hygiene improvement framework.

Value Proposition

The e-conferences were planned and implemented to begin a dialog on parnter-based methods and approaches for excreta disposal and hygiene improvement.

Results

The e-conferences created a foundation for networking and knowledge sharing among researchers and field personnel working in hygiene improvement. We were able to build a database of professionals for info sharing and to foster collaborative approaches. The dialogue and the summaries from the e-conferences provided initial background information needed for our operations research on safe excreta disposal.

Audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

Issues

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Links

http://www.ehproject.org

KM Item Type

Other Knowledge Sharing

Organization   Global Health
Inventory   85

E-bulletins; Virtual Library

Description

The EHP website is used as a major vehicle for knowledge sharing. In addition to web publishing, all EHP reports and products can be accessed from the web. There is also a web-based virtual library with links to on-line journals, full text manuals and research reports related to environmental health. An innovative feature, a library web log, is used to frequently update the virtual library and provide links to recent (just published) research and lessons learned related to EH.

Value Proposition

It was decided that the web site and electronic dissemination were the most effective ways to reach and influence a wide range of audiences.

Results

In December 2001, EHP did an evaluation of the web site. Two of the indicators used for the web evaluation were: content (usefulness of content) and outcomes (use of information accessed from the web and how the information was used). Results showed that 68% of the web site visitors accessed the web site for EHP publications and 59% for technical information (multiple answers were accepted). 90% of the survey respondents used the information accessed from the web– the most common usages were for research and writing of other documents, followed by program planning, capacity building (training), and program implementation. The respondents listed their job functions as: program implementation, research, management, consulting, and information/communication.

An additional benefit is the decrease in printing costs and postage costs of mailing print copies since the majority of the publications and information products can be downloaded from the web.

EHP audience: USAID, international organizations, environmental health policy makers abdnd programmers in development organizations, NGOs and developing countries.

Issues

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Links

http://www.ehproject.org

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *86*

Health Communities of Practice

Description

We have implemented Communities of Practice (CoP), first in the form of technical clusters during the FPMDII Project (1995-2000) and now in the form of Learning Groups under the Management and Leadership Program. These CoPs provide an organized forum in which to exchange ideas, information and experience on particular technical topics. CoPs have explored or current share knowledge on the topics of leadership development, health information systems, organizational performance improvement, human resource management, health sector decentralization, evaluation, health care finance, leadership transition, organizational sustainability, quality of care, and strengthening women in management.

Value Proposition

CoPs were developed to assist health technical staff to learn from each other, develop and test tools and processes, examine and share lessons learned, and develop knowledge folders and other types of resource packages and materials to benefit client and partner organizations.

Results

Regular meetings of these technical CoPs afford busy technical staff the opportunity to explore idea and technical approaches, to examine successes and failures, and to work together on approaches and products to enhance our approaches to providing technical assistance, training, and other forms of consultation. Ultimately our clients benefit from our ability to perform our work with higher quality and greater efficiency.

Issues

To date these CoP initiatives have been largely project-funded. The challenge is to convert them to a valued knowledge sharing resource so that our leadership chooses to preserve them as a corporate asset, capturing the vast wisdom and talents of our staff from throughout the world. An additional challenge is how to ensure involvement of a widely scattered staff who serve throughout the world.

Contact   ## *Category*

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Links   ## *KM Item Type*

http://www.msh.org   Community of Practice

Organization   *Global Health*
Inventory   *91*

E-Learning and Blended Learning Initiatives

Description

In the summer of 2000, we designed and offered our first collaborative e-learning workshop. Designed in partnership with Partners for Population and Development, 16 participants from 15 nations over 10 time zones worked together to develop and refine concept papers to pitch to donors. Since then, MSH has expanded its repertoire of e-learning products, particularly those which are integrated into a larger blended learning strategy combining both face-to-face and distance learning and collaboration.

Some examples are:

Cost Revenue Analysis (CORE) virtual hub: the focus of this Web site is on coaching and support from facilitators as well networking and experience exchange among course alumni. The site gathers together a database of participants (photos, contact info and profiles) from India, Nepal, Bangladesh and Pakistan along with course materials, special recognition, tools and resources, contact info for moderators, and participant action plans for the year which are continuously updated.

Drug and Therapeutics Committee (DTC) virtual hub: similar to the CORE hub above, this Web site contains a participant database for 150 alumni around the world so people can stay in touch with their fellow coursemates from Indonesia, Guatemala, Nepal, Kenya, etc.

Virtual hub for Lidernet: this integrated suite of electronic products is being designed and built by the School of Public Health and Secretariat of Health in the most progressive state in Brazil – Ceara. Bringing together all the elements of the virtual hubs above, this hub will also include full modules from the original leadership development course redesigned for learning at a distance as well e-mail discussion groups which will move alumni of the leadership development course forward through joint discussion and brainstorming of approaches to their current challenges. This virtual hub features ongoing dynamic mechanisms for growing knowledge such as: Best practices and success stories generated in the e-mail discussion groups will be reformatted and placed on the Web site as well as integrated into the leadership development course.

Business planning program and virtual hub: currently being piloted with the PROCOSI network in Bolivia, this blended learning program enables nonprofits to articulate new ideas and explore new funding possibilities for their breakthrough ideas. Demand for the program in four languages is high, and it is hoped that in the coming year, program participants will be able to continue their learning and experience exchange through a dedicated virtual hub. This program is piloting an innovative method of having highly-qualified partners in the field add the program to their own suite of products, further refining the secondary materials for their region while continuing to share their learning with other program facilitators around the world.

Virtual leadership development course (VLDP) and virtual hub: eighty people from twelve organizations in eight different countries are currently participating in the first offering of the VLDP. Combining individualized e-learning with face-to face work within their organizational teams, the VLDP utilizes a blended learning approach to offer organizations an opportunity for virtual leadership development and support, long-term participation in a virtual leadership network (thought the Leadernet hub under development), and reliable post-course support and access to leadership development materials.

Leadernet: to be launched in 2003, this virtual hub will link all ongoing leadership development programs in a single Web site allowing participants of Lidernet in Brasil to see what participants in the VLDP are working on, to discuss current challenges and exchange best approaches, to search alumni database for health professionals in the same region or field, to access information on the best articles and resources for managers who lead.

Technical Cooperation Network virtual hub: coming in 2003…

Value Proposition

There are a number of reasons which compelled us to explore blended learning and collaboration methodologies to increase its impact in the field. These include:

Impact: there is growing evidence that a mix of learning methods, both distance and face-to-face, has a power and lasting impact not found in single method/delivery scenarios. We are is continuing to innovate in the design and delivery of its technical assistance and partnering efforts.

Organization   *Global Health*

Inventory   *92*

E-Learning and Blended Learning Initiatives

Issues

All of the products named above are part of the ongoing strategy to create communities of practice and learning around any course offering. By enabling course and program participants to continue learning and sharing with their colleagues, we expect to greatly increase the reach, impact and sustainability of its technical assistance, and most importantly, to foster a greater dialogue among health professionals in the field whose experience is rich, profound and

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Links

KM Item Type

Distance Learning

Sustainable South-to-South experience exchange: Instead of one-off study trips or courses, we are working to give health professionals in the developing world the ability to learn from their colleagues in an ongoing manner, growing their collective knowledge in a global community of practice.

Flexibility: our target audiences are busy professionals whose learning often needs to be on demand and responsive to

Organization   their demanding schedules. E-learning products enable these professionals to choose when and where they

will   *Global Health*

participate, either within a set timeframe for the course, or at their convenience for self-guided tutorials and the

Inventory ongoing experience exchange post-course.   *92*

Ease of customization: we are working on a model where courses have standardized core materials in a number of key languages. They are then accompanied by a range of multimedia case studies and supplementary optional materials

which are developed during each offering, by individual facilitators and course participants. These secondary

materials will allow course facilitators to pick and choose among a range of materials to tailor their offering to the client's particular needs and context.

Scalability: blended learning does not have one model but rather a huge range of possible implementation and delivery options. Some are more scalable than others, and we are exploring which elements and which kind of content is most readily scaled to much larger audiences.

Managers Electronic Resource Center (ERC)

Description

We created The Manager's Electronic Resource Center (ERC), an electronic information resource and communication service for health managers of all nations. The ERC uses the power of the Web and e-mail to provide health professionals with the opportunity to take part in a global electronic community with access to high-quality, up-to-date management information and tools. The ERC Web site offers over 5,000 pages of quick-loading information and more than 150 ready-to-use management tools. Content is available in English, French and Spanish; members are encouraged to generate content by sharing examples of innovative management practices used in their own programs.

Value Proposition

The ERC was created for health professionals around the world seeking access to state-of-the-art management information. Because of connectivity limitations in many countries, the ERC is designed specifically for people without optimal connection speeds. The site features quick-loading pages, a limited number of graphics, and printer-friendly content. The ERC also features Web-to-email content; meaning that a user can choose to have the text content sent to them in e-mail format.

We have collaborated with other many organizations, including UNICEF, federal agencies such as the US Bureau of Primary Health Care, state health departments, and nearly 20 other cooperating agencies, to develop the ERC. Key features of the site that highlight these collaborations are the Health Manager's Toolkit and the Provider's Guide to Quality & Culture.

Results

Every day, over a thousand people visit the ERC. Visitors come from more than 140 countries worldwide. The member database allows members to access the contact information and fields of interest for colleagues around the world. The resources on the ERC are of documented value to health professionals in the field as evidenced by the email we receive discussing the positive impacts the knowledge gained has had on their work.

Issues

The ERC continues to grow as a center of innovation and experimentation. It is on the ERC where we have piloted virtual hubs/communities of practice, Web streaming of multimedia, and more. In the future, we hope to better support remote publishing of content by our members as well as further enhancing the print-on-demand features of the site.

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Category

PHN

Links

http://erc.msh.org

KM Item Type

Community of Practice

Organization   *Global Health*

Inventory   *93*

The Manager

Description

The Manager is a quarterly continuing-education management publication.Available in print and on the Web, issues of The Manager rely on a structured approach to gain knowledge and experience on specific strategies and techniques in health management, which are consolidated into a brief, practical, and highly readable publication.

Each issue benefits from the experience of our staff, an International Review Board, members of the USAID and CA community, and public and private health programs and organizations around the world. This input is gained through brainstorming sessions, direct collaboration with partners in the field, and a structured review process.

The Manager, now in its eleventh year, reaches 15,000 readers in over 190 countries in English, French, and Spanish.

Value Proposition

Based on expressed need in health programs around the world for practical advice for solving common management problems, The Manager was created to provide health professionals at every level with practical knowledge and tools they need to manage their health care programs. Each 24-page issue provides key concepts and strategies that can be implemented at multiple levels in the health services delivery system in a format that is practical, accessible, and relevant to needs in the field.

These strategies and techniques are presented through "how-to" guidelines, working solutions examples from the field, and bulleted summaries of key concepts that can be immediately applied by the reader/user audience. Each issue also provides a training case scenario for group or individual staff development and training.

Results

Reader feedback indicates that The Manager continues to serve a critical need and provide access to practical information to improve the management and delivery of health services.

Ministry of Health, Ghana, "The Manager on decentralization helped us to decentralize to the lower levels. Though this is a national policy, managers of districts and institutions had difficulty being part of the process and this issue helped us."

Child Survival Project Coordinator, Plan International: "The Manager fills a vacuum in the public health literature by explaining to managers what they need to know in order to enhance the coverage and quality of family planning services. Moreover, the concepts developed are not only useful for these specific services, but can be easily adapted to other maternal and child health activities."

Consultant, Togo (translated): "I have received editions of The Manager in English and it is with great interest that I have studied these issues. Now, with the appearance of the French editions of this publication, you have introduced a revolution in my understanding of the management topics. It is like going from black and white to color."

Issues

Reader interest continues to grow. Each issue is currently funded by different USAID-funded projects and projects supported by private foundations, but funds are generally not available to support wider dissemination to readers/users who could benefit from the knowledge shared in this publication. While each issue is available on the Web, most readers do not have Internet access. Lack of funding to support foreign language editions on a regular basis significantly restricts access to the publication in Latin America and Francophone Africa. The challenge is to find a funding source to support the publication and dissemination of The Manager on a multi-year basis in English, French,

Organization   *Global Health*
Inventory   *94*

The Manager

Contact

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Category

PHN

Links

http://www.erc.org/manager

KM Item Type

Other Knowledge Sharing

and Spanish.

Organization   *Global Health*

Inventory   *94*

Conferencing on the Web (COW)

Description

We utilized the Conferencing on the Web (COW) website to conduct a "virtual" board meeting in fall 2001. The software is available through the University of Michigan and at very low cost. This "electronic" meeting allowed people to log into a website and enter comments on applicants. Participants were able to see all the comments, and we hoped to replicate a process that was similar to what we were used to at our face-to-face meetings.

Instructions for using COW were sent to board members in advance with deadlines for posting their comments on the site.

Value Proposition

Travel was restricted because of September 11, so we needed a way to communicate with our board members about the application review that was as similar as possible to meeting in person. Each board member was given a user name and password to access the system. (It's possible to adjust the settings in COW so that it's accessible only to those with the password.) In this way, our "meeting" was still confidential.

Results

The result of using the COW, as opposed to having conference calls or reviewing applications via e-mail, was that all the board members could read comments on the applications from everyone, in addition to being able to add their own comments, and the meeting was confidential. This made the "virtual" meeting seem more like a real meeting, since there was an ongoing dialogue. However, this was successful only because the board members knew each other from previous meetings; some of the subtleties of their dialogue would have been missed had they never met in person. Also, the dialogue wasn't nearly as rich as it is in our in-person meetings; people did not go into as much detail in their review of applicants as they would have normally.

Issues

While it is more productive to have "real life" advisory board meetings, using COW is a great way to accomplish the task of reviewing applications if travel isn't possible. It would not have been practical to put off the review until a later time, so we really needed a solution. Using COW is not something that we're doing on a regular basis, but now that we've used it, and other staff are aware of and are familiar with it, it can be a backup plan when meeting in person isn't feasible or it can also be a way to review applications where decisions need to be made immediately to fill a special position.

Still, it's always more productive to have a face-to-face meeting with our board members as some of the larger and very

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Category

Information Communication Technology

Links

KM Item Type

Technology

Organization   *Global Health*

Inventory   *95*

HIV/Technical Assistance database

Description

The HIV/AIDS Technical Assistance (TA) database is a web-based tracking system supported by USAID's HIV/AIDS Division, and implemented and hosted by the Population, Health and Nutrition Information Project (PHNIP). This database maintains detailed information for HIV/AIDS technical assistance visits being provided by USAID's HIV/AIDS Division, Regional Bureaus, and their partners.

Value Proposition

The goal of the database is to keep staff informed of the most up to date HIV/AIDS TA information. Previously, TA information was kept on an Excel sheet and emailed occasionally to all staff involved in TAs; therefore not everyone had access to the most current data. The database allows staff to log on to the website at any time to view the TAs being provided.

Results

The monthly emails automatically generated by the application have been very useful. The Technical staff can review the planned TAs in the database and make corrections to the data as needed.

The reporting module allows the TAs to easily search for specific assistance being provided. Furthermore, it allows the TAs to analyze the number and types of TAs being conducted in specific countries and regions to allow them to make better decision on the types of TAs to provide to the country or region.

Issues

Since the application is a web based application, it could be easily adapted for tracking other types of technical assistance for other offices.

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Category

HIV AIDS

Links

KM Item Type

Knowledge Asset

Organization   Global Health
Inventory   96

Child Health Research website

Description

The Child Health Research (CHR) website includes a database of CHR related research activities that can be viewed by Region, Country, CA, and Area of Integration along with specific details of each research project. The site allows CA's involved in CHR activities to directly submit updates on-line so the information is kept current. The website and database was implemented and is hosted by the Population, Health and Nutrition Information Project (PHNIP).

Value Proposition

Child Health Research activities were previously produced manually and published as static webpages and hardcopy. The process by which research activities were gathered was very cumbersome requiring CA's to track relevant information with internal procedures and databases and then submit regular status reports to Washington. Washington would then compile the status reports and publish the information to static website and hardcopy.

Since PHNI was involved with hosting and maintaining the site, we were looking for a way to improve the publishing process by dynamically generating web reports from a database. Neal Brandes from CHR was looking for a way to streamline the process for CA's to submit status reports on-line and eliminate redundant data entry when compiling information. Through collaboration and discussion, we realized that the entire process could be streamlined and much of it automated with a centralized database that allowed CA's to directly input information and publish to the

Results

The results have been very positive. CA's like the system because it is simple for them to track and submit research information and status reports without needing to maintain separate databases and other types of duplicate record keeping. An on-line review process allows corrections and additions to be made before the data is published to production. More detailed information is being collected than before and new reports allow results to be reviewed and analyzed in more depth. The system has significantly reduced the amount of administrative resources required by CA's to generate regular reports required by USAID and at the same time allowed greater depth of information to be collected with easier access.

Issues

Plans are being made to expand the use of CHR to the entire GH bureau to track all research activities from all CAs. This will allow GH staff to go to a central place to query for information on all types of research instead of CA specific research. This database will also allow (help) the bureau to standardize the types of information they need from CAs. This will make it easier for both CAs to report on their research activities and GH staff to view the data. A Cross-Cutting Research team has been set up to facilitate this process.

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Category

PHN

Links

http://www.childhealthresearch.org

KM Item Type

Knowledge Asset

Organization   Global Health
Inventory   97

Data Online for Population, Health and Nutrition

Description

The PHNI Project has created and released an online statistical data resource called Data Online for Population, Health and Nutrition (DOLPHN). This Web site is a data resource containing selected current and historical country-level demographic and health indicator data. Also found on the Web site are Country Health Statistical Reports (CHSR) for all USAID presence countries (in addition to several other countries), which provide a very easy reference guide for country information.

DOLPHN is updated with new data as it becomes available and CHSR's show the most recent data available from our standard sources. Sources include Demographic Health Surveys (DHS), BUCEN, World Bank, CDC as well as other resources commonly used by USAID.

Value Proposition

The DOLPHN system was designed to provide users with quick and easy access to frequently used statistics and can be helpful as both a reference and analytical tool. Relevant data from a variety of sources has been pulled together into a single location. The user can quickly and easily obtain a comprehensive statistical picture of various health scenarios and make timely comparisons among several countries.

Results

DOLPHN was recently released to the USAID's Bureau for Global Health but remains in the initial phase of development. The Web site is currently available to all interested users and can be found at www.phnip.com/dolphn. The Country Health Statistical Reports that are available on the site have already been used by USAID staff as quick reference guides before trips to various countries around the world. Efforts to expand the reach of this information to USAID field missions in underway.

Issues

In addition to the current information available, graphing capabilities, aggregated information at the regional level, and increasingly complex information searches are being designed to allow USAID to obtain statistical data in many more forms.

The PHNI Project plans to also expand the number of indicators available in DOLPHN. The major challenge of this is learning which indicator data would prove most useful for the Agency and finding the best source for that information.

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Links

http://www.phnip.com/dolphn

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *98*

PHN SOTA website

Description

The PHN SOTA website is used to provide background information from upcoming SOTA conferences such as conference agendas and hotel information; allows attendees to register on-line, and provides access to white papers and presentations from previous SOTA conferences. The site is maintained and hosted by the Population, Health and Nutrition Information Project (PHNIP).

Value Proposition

Previously, SOTA conferences would either have a related temporary website or no website. In providing support for these conferences, PHNIP realized that there was a duplication of efforts in producing conference materials that had been used before but not preserved. Creating a permanent website allowed more advanced features such as on-line registration to be added and established an archive of materials from previous conferences that were easily

Results

New SOTA conferences can be much more easily planned and supported with the website. Conference attendees can be directed to the website to access relevant conference information, eliminating the constant flow of questions by email and phone. Additionally, the conference archives allow easy access to materials from previous conferences that was not easily accessible before.

Issues

PHNIP will continue to maintain and update the site for future SOTA conferences. The site is designed to allow new conferences to be easily added to the site.

Contact   *Category*

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Links   *KM Item Type*

http://www.phnsota.org   Other Knowledge Sharing

Organization   *Global Health*
Inventory   *99*

Bed Needs Policy Support Model

Description

The Bed Needs Policy Support Model is a software application created by the Partnerships for Health Reform (PHR) project (Abt Associates Inc. 1995-2001, predecessor to the current Partners for Health Reformplus project) that can project the number and type of hospital beds needed, and predict when and where there will be an excess or deficit of hospital beds at a national, regional, and district level. The projections are based on country data and user-defined parameters:

- Population Counts by Region, Age Group and Sex
- Population Growth by Region
- Inter- and Intra-Regional Travel Rates for Hospital Services
- Utilization Norms (Admission Rates, Average LOS) by Region, Age Group and Sex
- Utilization Norms for Maternity Beds (including Fertility Rates, Crude Birth Rates, Hospital Birthing Rates)
- Occupancy Norms for Major Bed Types (Pediatric, Adult, Maternity) and Specialty Beds
- Bed Supply, Bed Construction Rates, Bed Retirement Rates by Region

An accompanying report, Rationalization Plans for Hospital Beds in Egypt, also is available.

Value Proposition

Many countries in which the PHR project worked have an over-supply of hospital beds. The hospitals consume an unsustainable portion of the countries' limited health resources, starving funding for primary health care and priority services. This tool was created to clearly and accurately estimate and communicate the mismatch of bed need and supply to support better policy and planning decisions. The model generates visual graphs that are easy for policymakers to absorb.

Results

The model was developed in Egypt in 1999-2000 and was used in one governorate to rationalize standards and plans for inpatient beds. It was also used as a teaching tool, with the intent of training users to approach health policy problems and decisions in a data-driven, evidence-based manner.

Issues

The PHR project concluded in March 2001. The model is available from PHRplus.

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Links   ## *KM Item Type*

http://www.PHRproject.com   Management Tool

Organization   *Global Health*
Inventory   *100*

Partners for Health Reformplus

Description

The web-based Partners for Health Reformplus bibliographic database was created to consolidate a large number of non-catalogued materials to make them easily accessible to staff, client, and other interested parties worldwide. A web-based bibliographic software was chosen and a keyword list to catalogue materials was developed in consultation with staff. Materials were sorted through, catalogued, entered in the database as per established guidelines, and the database was placed on the web.

Value Proposition

It was recognized that a wealth of information had been collected by a number of staff, but it was not organized and accessible either to those collecting the information or to others who could benefit from access to the materials. Making the information easily available both in hard copy and electronically proved to be a tremendous asset to not only staff and the client, but to the broader community interested in health reform issues.

Results

The database currently contains more than 5,000 bibliographic citations with close to 1,000 livelinks. Staff, client, and users worldwide can access the database via the Internet. The PHRplus Resource Center responds to a large number of research and reference requests and generates numerous bibliographies from citations contained in the database. The web-based database greatly facilitates the information broker role of the Resource Center by making a huge amount of information widely available in a quick and efficient manner.

Issues

Once the project ends, the database cannot be maintained in its current status by the hosting institution. It is anticipated, and the project's technical advisory group has recommended, that the collection be transferred to an organization that can incorporate the collection and maintain the database. This will be more carefully explored when the project is phased out. With a certain level of funding, the initiative could easily be replicated or scaled up.

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Links

http://www.dcdata.com/abt/abt.htm

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *101*

E-journaling system, story newsletter, e-forum

Description

We approaches knowledge management from the point of view of the individual, or cohort groups, with similar concerns. Our programs are designed to enhance USAID staff ability to share, recall, and integrate a deeper type of knowledge (tacit) than is usually addressed in the effort to manage knowledge. It is at this juncture that self-reflection and story enters into the knowledge-sharing framework.

We are implementing an e-journaling system, a newsletter that supports professional storytelling, and an e-forum that supports interaction across geographic distance in order to support the personal interaction that increase the knowledge flow.

Value Proposition

We initiated this effort in order to support fellows who are regionally dispersed and to help them to access best practices and leadership support. The value proposition for us is that despite the high level technical skills that our fellows possess when they enter into their fellowship, the complexity of their work with the USAID context requires a significant transfer of knowledge. Some of this knowledge can be acquired through reading, either through books or web-based. But much of the significant support for results lies in the area of tacit understanding, e.g., increasing effectiveness through influence, understanding political networks, personality biases, making contacts with counterparts in other divisions and agencies, managing in a multi-cultural environment, etc.

Results

Some of the benefits are that new people-to-people networks are created, deeper learning is achieved, and a new openness to view knowledge as the enabler of better results. Lessons learned are communicated to theirs in order to support better management and program results.

Issues

We are improving the reflective questions that we are asking our fellows to look at as part of their e-journal efforts. We ask that they share new insights with their colleagues via this mechanism.
We are developing new Communities of Practice (COP's) that will emerge from an Open Space form of interaction that will take place during our annual leadership retreat. We will scale this effort up as it grows by offering facilitated support and new methods for sharing the tacit knowledge that develops over time. In addition, we are working on developing new approaches to uncovering tacit knowledge and sharing knowledge-rich stories.

Contact   ## Category

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Links   ## KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *102*

E-Library

Description

E-Library is a new electronic service launched in 2001. It enables users to obtain population and health publications, web pages, data, graphics, and other items as file attachments through e-mail. Users wishing to retrieve an E-Library document send an e-mail request to a designated address, which automatically sends the document to the requester.

Value Proposition

This service is especially useful for audiences with little or no Web access, where Web access is frequently disrupted and lengthy downloads are difficult, and where Web access is expensive – all characteristics of many developing countries.

Population and health organizations located anywhere in the world can use E–Library. By uploading documents into the system, organizations can offer their audiences material by e–mail without having to invest in this technology. They can publicize e–mailable documents in their own brochures, reports, websites, and catalogs. For organizations without a website, uploading documents into E–Library has the additional benefit of giving them a Web presence.

Results

Since the initiative was launched, the service has received hundreds of requests for PRB documents. We are currently evaluating how it has been used and by whom.

Issues

We plan to make E-Library available for use by an informal network of organizations working in population, health, and nutrition, including CAs, regional institutions, and local partners. We have held discussions with organizations such as the Centre for African Family Studies, the Population Council, and the Commonwealth Regional Health Community Secretariat for East, Central, and Southern Africa to discuss their use of E-Library for dissemination and information sharing.

Contact

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Category

PHN

Links

http://www.prb.org/elibrary

http://www.prb.org/biblioteca

http://www.prb.org/ebibli

KM Item Type

Technology

Organization   Global Health
Inventory   103

Database-driven Website - Prime II

Description

Staff of the Communications and Information Technology units at IntraHealth International developed a database-driven Website to provide global public access to all the PRIME II project's publications, including technical reports, brochures in our Technical Leadership Series, interactive tools, reports on better practices, regional activities, and stories about accomplishments in the field. Because the Website is dynamically built from content stored in a database, it can be updated quickly and frequently, and the site is structured to enable visitors multiple methods of access to all publications. All publications are grouped in a Publications Catalog but are also referenced directly on relevant site pages, so that visitors may find all related publications based on an interest in a particular region, country or technical leadership area. In addition, visitors are given many choices in file format; for example, some publications are available in both interactive HTML fo!
r on-screen viewing and downloadable PDF for printing, and some have been translated into multiple languages.

The Website was built by using XML stylesheets on top of a SQL database, incorporating original content, art and photography produced by the Communications unit. Web-based administrative tools enable multiple people in the organization to update the Website on an ongoing basis.

Value Proposition

By providing a central, Web-based resource for all our publications, IntraHealth strives to share knowledge with the widest possible audience and make it easy for visitors to pinpoint exactly the knowledge they need. The Website enables IntraHealth to easily, quickly and inexpensively distribute a large amount of information to people around the world, particularly health care workers in the field who most need it, but also staff in field offices, Ministries of Health, members of donor organizations, partners and colleagues, and to anyone with an interest in what we do.

Results

The Website has enabled IntraHealth to distribute knowledge more quickly and to a wider audience than ever before. It has improved the work of others, particularly in the field, by enabling them to quickly access just the information they need. Staff in our field offices tell us that they use the Website for a wide variety of reasons, including: to look up information on results from various projects; to obtain copies of PRIME II publications; to print out PRIME II communications to share in trainings and technical meetings; to get immediate information on IntraHealth's technical capacity in order to advocate for field support funds and write project proposals; and to communicate to stakeholders examples of what PRIME II has done and demonstrate our technical capacity.

Users of the Website, both staff and outside visitors, tell us that the cross-reference design makes information very easy to find - users don't have to spend time searching for specific information or "learning" the Website, but can jump directly to what they need.

Issues

We intend to continue to offer all PRIME II publications on the Website as soon as they become available, and to distribute materials in a wider range of formats, including streaming multimedia offerings (audio and video). We will use the Website as a way to disseminate new learning tools currently in the development stages, such as online courses and interactive DVDs. The PRIME II Website has been so successful that we intend to use it as a model for other organizational Websites once the project is complete in 2004.

The primary challenge we face is technologicalùmany of our publications are in PDF format, and file sizes can be very large, inhibiting their download and use particularly in the field where bandwidth can be low. We are facing the same challenges as we look at providing multimedia offerings. We are evaluating alternate means of providing this information, such as automatic conversion of PDFs to attractive HTML-format files, to give every user a choice of how to access the information we provide based on their technological capabilities.

Another challenge is keeping such a Website up-to-date, so that it is always dynamic, reflects what is happening in our project now and broadly represents all of our field efforts. We are examining as an organization ways of streamlining our document creation processes in order to get information from the field to the website more quickly. For example, we are soliciting digital photographs, video and audio from the field as they are implementing their projects for quick deployment on the Website. Another way to scale up our offerings is to give field staff the necessary tools to record journal entries, or Weblogs, on the work they are doing that week or that day, providing our Website visitors with a constantly fresh and exciting view of the work that we are doing.

Organization   Global Health
Inventory   104

Database-driven Website - Prime II

Contact

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Category

Information Communication Technology

Links

http://www.prime2.org/

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *104*

HIV/AIDS in Africa

Description

TheSARA project is gathering promising practices from PVOs on their approaches to HIV/AIDS in Africa. These practices are multisectoral in nature. Through the PVO-USAID Steering Committee on Multisectoral Approaches to HIV/AIDS, SARA developed a format and has gathered approximately 18 promising practices and will be reviewing and editing them to get the most substantive information possible. A PVO-USAID review committee will review these practices to ensure that they are promising and can be adapted and replicated by other organizations. They will be published in a document at the end of 2002. The document will be disseminated by PVOs to their field offices, as well as through meetings. Electronic versions will be available on several web sites.

Value Proposition

HIV/AIDS is among the greatest challenges to sustainable economic, social, and civil society development today; it is a global crisis that undermines all aspects and all sectors of entire societies. An effective response demands committed, urgent and sustained action by alliances of individuals, organizations and governments. Furthermore, an epidemic as complex and as destructive as HIV/AIDS requires innovative and multisectoral responses beyond standard public health measures. The implementation of multisectoral HIV/AIDS programs warrants total national commitment and reduction in stigma associated with the disease. Thus all agencies governmental, non-governmental and private organizations engaged in development efforts need to have necessary information and knowledge to respond to HIV/AIDS as a major development issue.

The PVO-USAID Steering Committee mentioned above wanted to highlight current activities that already seem promising and have the potential to be replicated. PVOs have been meeting with USAID for almost 2 years to discuss multisectoral approaches to HIV/AIDS. This compendium seemed a good way to disseminate some of the ideas that have been tried and tested in the field so other organizations do not have to invent the wheel. A particular emphasis has been on PVOs that are not engaged in the health sector so have less knowledge and background on addressing the impacts of the epidemic.

Results

As mentioned, this project has started recently and to date AED has received about 15 promising practices. The hope is that when disseminated, PVOs and NGOs in the field will adapt some of the practices described, or at least explore with the contributing PVOs how they might integrate such a practice into their work.

Issues

See above #3. In addition, AED has been in contact with AdvanceAfrica, another USAID project about including these promising practices in their compendium database to try to consolidate resources as people search the web for information.

Contact

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Category

HIV AIDS

Links

http://sara.aed.org

http://www.advanceafrica.org

http://www.synergyaids.com

KM Item Type

Best Practices

Organization   *Global Health*
Inventory   *105*

HIV/AIDS in Africa

http://www.usaid.gov

s

Organization *Global Health*
Inventory *105*

Synergy AIDS Resource Center (SRC)

Description

The Synergy AIDS Resource Center (SRC) online library contains more than 3,000 documents relevant to HIV/AIDS project management and research. The SRC collects a wide range of HIV/AIDS-related publications from USAID cooperating agencies, donors, and multilateral organizations such as UNAIDS, UNICEF, and WHO. The collection also includes publications addressing socio-cultural theories, issues, and experiences related to the HIV/AIDS epidemic. This online database is searchable by title, publisher, country, target group and technical area. More than two thirds of the documents are available online in PDF format.

Value Proposition

The objectives of The Synergy Project are to promote and support the application of state-of-the-art HIV/AIDS knowledge and experience to improve the quality and effectiveness of USAIDûsupported programs worldwide. One way this is accomplished is through the establishment and maintenance of a resource center that houses documents and materials produced by USAID and HIV/AIDS-related programs. The web interface allows global access to lessons learned and best practices for HIV/AIDS program managers within USAID, USAID-assisted countries, and USAID partner agencies and organizations.

Results

The resource center is an important repository and one-stop-shop for field level program managers to gain access to USAID partner technical documents. Statistics indicate that the Synergy website tracked and recorded over 300, 000 document downloads in FY 2003. The resource center sends a monthly list of new documents acquired to USAID the main client and interested parties. It also fulfills hundreds of requests annually for hard copies of materials and has disseminated materials to all regions of the world.

Issues

The Synergy Resource Center will continue to expand its data collection. Additional search features will be incorporated into the online library search system to enable audiences conduct topic focused searches. Based on numerous requests, the Synergy Project will donate some of its multiple document collection to information centers/libraries in the developing word. USAID/OHA Implementing Agencies(IAs)can help scale up this initiative by regularly informing the Synergy Resource Center about new materials published by their respective projects.

Contact		*Category*
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Links	*KM Item Type*
http://www.synergyaids.com/resources_frame.htm	Knowledge Asset

Organization   *Global Health*
Inventory   *106*

Synergy APDIME Toolkit

Description

The Synergy Project has developed the Synergy APDIME Toolkit, an electronic, user-oriented one-stop-shop of HIV/AIDS programming resources for HIV/AIDS program managers in developing countries. The 5 modules of the APDIME Toolkit represent the programming cycle of Assessment, Planning, Design, Implementation Monitoring, and Evaluation. In collaboration with the University of Washington, The Synergy Project reviewed more than 2,500 HIV/AIDS documents and technical resources and organized them according to the 5-stage programming framework. The resources explain what, why, and how to work at each stage of the cycle. The APDIME Toolkit allows users to access practical tools, link to field-tested resources, provide feedback, and search a database of annotated materials.

Value Proposition

The mission of The Synergy Project is to enhance the ability of USAID to impact on the HIV/AIDS pandemic by promoting state-of-the-art, and context-appropriate approaches for prevention and treatment of HIV/AIDS. The Synergy Project provides technical assistance and information to USAID Missions and Bureaus, SO4 Partners and others, to better assess, plan, design, monitor, and evaluate HIV/AIDS programs and interventions. The Synergy Project also assists in the identification, synthesis, and dissemination of lessons learned. The APDIME Toolkit allows program managers to sort through the plethora of HIV/AIDS information quickly and apply the needed knowledge and skills in key programming areas.

Results

The APDIME Toolkit Web site and CD-ROM were launched in February of 2003. To date, more than 700 global AIDS organizations and specialists from 65 nations have requested 4,000+ copies of the CD-ROM version. More than 50 AIDS organizations have requested multiple copies for distribution to their field offices, and some users have sent Synergy the following comments: Our field staff say that this is a very useful, practical tool,ö ôI know the Toolkit will help me in better implementation of future interventions and programs,ö and ô{The Toolkit} helped us to focus on one task at the time, to organize our ideas, necessities and priorities.

Issues

In August 2003, Toolkit users were invited to provide feedback via an online survey on the usability of the Toolkit. User comments will be analyzed and new materials and features will be added to the Toolkit in late Fall 2003. Many users have requested that the Toolkit be translated into French and Spanish, and Synergy is currently investigating content management systems to handle with the increase and replication of content in multiple languages.

Contact

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Category

HIV AIDS

Links

http://www.synergyaids.com/apdime/index.htm

KM Item Type

Best Practices

Organization   *Global Health*

Inventory   *107*

BASICS II CD-Roms and ENA Toolkit

Description

The BASICS II Resource Centre maintains materials produced by BASICS II and its predecessorsùthe BASICS I, Pritech, and Healthcom projectsùand also contains a substantial selection of child health materials produced by other organizations, such as USAID, WHO, CSTS, AED, JSI, and MSH. The collection encompasses a variety of formats (books, technical reports, journal articles, videos, CD-ROMs, posters, counseling cards, and board games) that are searchable in the Library's user-friendly databases.

The Essential Nutrition Actions (ENA) Toolkit contains nutritionally-focused materials which span BASICS II and its predecessors and those materials produced and/or co-produced by other organizations. These materials have been selected and assembled by the BASICS II Nutrition TFA group and Technical Directorate. The SET Unit developed e-versions of the materials (when necessary) and developed the materials into an interactive CD-ROM. The SET Unit had previously researched CD-ROM opportunities and in the process, had acquired their own CD-ROM duplicator / burner and CD-ROM label maker.

Value Proposition

Simply put, CDs are cheap to produce, reproduce, and ship. CD-ROMs are well received by participants at conferences and workshops. By capturing the ENA story and housing it in e-format of CD-ROM, BASICS II is able to encourage the sharing of these experiences, materials, and tools. The sharing of information via the CD-ROM leads to a reduction of costs since the element of redundancy is reduced ù the same core of interventions used by one country can be used by other countries, and in this process, become a very valuable asset to be used by other countries working in similar interventions and to be used, shared, and offered to other organizations also working in the same interventions.

Results

We have discovered that the CD's are very well received at conferences, workshops, etc. At the recent APHA Conference in Philadelphia (November 2002), our initial supply of 350 CDs were quickly exhausted; many of the attendees expressed their gratitude that CDs were easy to carry and the CDs were greatly appreciated as opposed to heavier and bulkier flyers, folders, etc. The Project and the SET Unit are looking at other CD opportunities and in the process, have acquired our own CD duplicator and CD label maker. The SET Unit is reviewing the options of an end-of-project package that would contain, amongst other items, a series of country–specific CDs.

The ENA Toolkit houses nutritionally-focused materials produced by BASICS II and its predecessorsùthe BASICS I, Pritech, and Healthcom projectsùand also contains a substantial selection of child health materials produced by other organizations, such as USAID, WHO, CSTS, AED, JSI, and MSH. The CD-ROM contains a variety of materials ranging from publications, technical reports, journal articles, posters, counseling cards, and board games. The ENA CD-ROM has been divided into different Tool sections such as Policy & Advocacy, Assessments,Integration & Quality, Community Actions,Community-Based Growth Promotion,and Country Examples.The division of the ENA Toolkit into different sections enables the users to æpick and choose those items best suited for their needs.

Issues

Given the recent success of this CD-ROM and other BASICS II-produced CD-ROMs at such venues as the APHA Conference, the Global Health Conference, the Nutrition Focal Points Meeting, etc., the SET Unit will be expanding the use and implementation of this technology. The SET Unit is reviewing the options of an end-of-project package that would contain, amongst other items, a series of country-specific CD-ROMs. The SET Unit is also reviewing the options of developing tools-specific CD-ROMs. Given the fact that the SET Unit has have acquired its own CD-ROM duplicator/burner and CD-ROM label maker, any constraints or challenges to future CD-ROM development is limited solely to our own lack of vision. And in reference to the issues of sustainability, maintenance, replication, and/or scaling-up, having the software and hardware components available in-house and having several people trained on these components means that these issues can be dealt with quickly and efficiently.

Organization   *Global Health*
Inventory   *108*

BASICS II CD-Roms and ENA Toolkit

Contact

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Category

PHN

Links

http://www.basics.org/new/tools/ena/index.html

KM Item Type

Distance Learning

Organization   *Global Health*

Inventory   *108*

Bits & Bytes

Description

BASICS II Monthly Highlights, more commonly known as "Bits & Bytes," is the information sharing effort of the BASICS II Project. Bits & Bytes is a monthly newsletter highlighting achievements from our 16 country programs, head quarters, and the SET Unit and it also highlights our accomplishments in terms of global technical leadership. The newsletter is packaged into adobe portable document format (.pdf) format and sent out via email (GroupWise) to 441 targeted recipients. The email also includes information regarding pdf's and instructions on how to download this freeware.

The inaugural issue of ChildLine was sent to an initial list of 25 individuals (March 2001), and as mentioned above, our audience has now grown to 441 individuals. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other child

Value Proposition

Bits & Bytes is an internal information sharing effort for the BASICS II Project. Bits & Bytes is a monthly newsletter highlighting achievements from our 16 country programs, head quarters, and the SET Unit and it also highlights our accomplishments in terms of global technical leadership. The newsletter is packaged into .pdf format and sent out via email (GroupWise) to 441 targeted recipients. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other key child survival related individuals and organizations. Aside from what was mentioned above, information contained within the issues of Bits & Bytes is also used (1) for the Project's Annual Self-Assessment and (2) by several of our partner organizations for their own information newsletters.

Results

BASICS II uses Bits & Bytes as a vehicle for 'partner and others' inter-communication. This target audience includes key members from our partner organizations, G/PHN USAID contacts, WHO officers, the CORE Group and related NGOs/PVOs, and other key child survival related individuals and organizations. Aside from what was mentioned above, information contained within the issues of Bits & Bytes is also used (1) for the Project's Annual Self-Assessment and (2) by several of our partner organizations for their own information newsletters.

Issues

The only limiting implication for this knowledge sharing activity is internal; a lack of response by our country field offices will reduce the potential for the SET Unit to highlight achievements from our 16 country programs, head quarters, and the SET Unit and to highlight accomplishments in terms of global technical leadership. The activity must be championed by its contributors in order to be effective and sustainable. The SET Unit is in the process of expanding; at this point in time, Bits & Bytes is maintained by Jeff Pelletier, the SET Unit's Dissemination/Information/Communications/Website coordinator and it is hoped that with the addition of a new SET writer/editor and a new SET program assistant that any issues related to the sustainability of this service will no longer

Contact

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Category

PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   Global Health
Inventory   109

ChildLine

Description

The BASICS II electronic newsletter, ChildLine, was inaugurated March 2001 as a service to a broad range of program implementers, policy makers, donors, CAs, and others. This automated listserv focuses on What's New in the Child Survival Literature (based on keyword searches of both the professional and 'grey' literature). It provides hyperlinks to actual full-text documents or abstracts of copyrighted materials and is published once a month.

The inaugural issue of ChildLine was sent to an initial list of 1,100 (March 2001). In the first three days after launch, enthusiastic responses were received from numerous organizations including the World Bank, WHO, USAID mission directors, and several CAs. As of September 2003, this list of subscribers has grown to 1,529 members from 95 countries.

The ChildLine database is maintained by an off-site company, Microsoft bCentral, that allows automated subscriptions to occur via a link from the ChildLine web page (http://www.basics.org/new/literature.html). Microsoft bCentral also provides weekly updates regarding new subscriptions and can provide key data about the ChildLine audience (subscriber information such as country and/or region, organization type, etc.). Microsoft provides this service for $179.00USD a year.

Value Proposition

ChildLine fills a unique niche and builds upon BASICS' tradition of supplying the child survival community with state-of-the-art technical information. Surveys by other health-related projects (such as HealthLink) have discovered that timely literature updates are among the most highly valued electronic emails and are strongly associated with project ôname recognition.ö ChildLine is available to any interested individual or party with email access. Subscriptions can be handled via the automated subscription link from the ChildLine web page (http://www.basics.org/new/literature.html) or subscription inquiries can be directed to basics@lb.bcentral.com which then forwards the request to InfoCtr@BASICS.org. ChildLine includes members from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

Results

The inaugural issue of ChildLine was sent to an initial list of 1,100 (March 2001). In the first three days after launch, enthusiastic responses were received from numerous organizations including the World Bank, WHO, USAID mission directors, and several CAs. As of September 2003, this list of subscribers has grown to 1,529 members from 95 countries and the members' professional affiliations range from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

During the period March 2001 to September 2003, the ChildLine audience received links to 434 full-text online documents (usually pdf format) and links to 454 PubMed abstracts. This has to count as a major benefit since the purpose of this service was to provide timely literature updates to our audience members.

Issues

ChildLine will figure prominently during BASICS IIÆs final contract year as it nears its closure date of June 2004. ChildLine will serve as one of the communications vehicles used to promote BASICS II publications and materials to external audiences.

Organization   *Global Health*
Inventory   *110*

ChildLine

Contact

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Category

PHN

Links

http://www.basics.org/new/ChildlineNew.html

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*

Inventory   *110*

Just the BASICS

Description

The project's second listserv, Just the BASICS, is an e-newsletter which highlights BASICS II activities and provides short highlights about "What's New in the Field." These short descriptions of project developments will be hyperlinked to longer explanations and other related materials located on the BASICS II website. The first issue was launched June 2001 and three other issues have since followed. The Strategic Experience Transfer (SET) Unit is in the process of re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter.

The Just the BASICS database is maintained by an off-site company, Microsoft bCentral, that allows automated subscriptions to occur via a link from our Just the BASICS webpage (http://www.basics.org/new/index.html). Microsoft bCentral also provides weekly updates regarding new subscriptions and can provides key data about the Just the BASICS audience (subscriber information such as country and/or region, organization type, etc.). Microsoft provides this service for 149.00USD a year.

Value Proposition

Just the BASICS is designed to provide brief 'newsy' reports and updates regarding BASICS II activities and 'What's New in the Field.' This is another opportunity to advocate for child survival and in the process, garner some project name recognition. Its audience members are the same as those outlined above (ChildLine); Just the BASICS currently has 1729 members from 95 countries and the members' professional affiliations range from our partner organizations, USAID and USAID-funded projects, international organizations, NGOs/PVOs, educational institutes, MOH's, etc.

Results

In order to improve the nature of this knowledge sharing activity, the SET Unit is in the process of re-establishing and re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter. The revised version of Just the BASICS will debut in the new year and the SET Unit will evaluate at some later date the impacts and benefits that arose from this knowledge sharing activity.

Issues

In order to improve the nature of this knowledge sharing activity, the SET Unit is in the process of re-establishing and re-evaluating Just the BASICS and we now foresee a change in style and direction for this e-newsletter. The revised version of Just the BASICS will debut in the new year and the SET Unit will evaluate at some later date the impacts and benefits that arose from this knowledge sharing activity.

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Category

PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   Global Health

Inventory   111

Strategic Experience Transfer (SET) Series

Description

A brand new component of the Project's knowledge sharing activity is the Strategic Experience Transfer (SET) Series. This Series will feature monthly events presented by SET for the duration of the Project. The inaugural event occurred October 2002. These events are hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email (GroupWise) announcements are sent to partner organizations, USAID contacts, and other child survival related individuals / organizations. Some examples of recent activities are as follows:

October 9, 12:30 p.m. Africa I & II
PD/Hearth: Finding Community-based Solutions to Malnutrition
The SET Unit will show the newly released PD/Hearth video co-produced by BASICS II and Save the Children.

October 16, 12:30 p.m. Africa I & II
The Missing Piece: Essential Nutrition Actions to Improve Maternal and Child Health
This video focuses on the community-based nutrition interventions in Madagascar. The original French version was co-produced by BASICS and several partners; this English version was produced by BASICS II.

Thursday, November 7, 2002, 12:30 p.m., Africa I & II
Pre-APHA Presentation by Karen Van Roekel
Karen will give a preview of her APHA presentation, entitled: Assessing the effectiveness of an integrated, community-based child health and nutrition program: Evaluation of the Atención Integral a la Niñez (AIN) Program in Honduras.

Value Proposition

The Strategic Experience Transfer (SET) Series is a knowledge sharing activity featuring monthly events presented by SET and hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email announcements are sent out to our partner organizations, USAID contacts, and other child survival related individuals. These activities permit BASICS' technical officers and the SET Unit to showcase their achievements. These activities will include the showing of BASICS-produced videos and presentations by BASICS technical officers. This activity allows all of BASICS/HQ staff and the invited guests to become acquainted with BASICS II achievements. This activity is an excellent training ground for future conferences and other events.

Results

The Strategic Experience Transfer (SET) Series is a knowledge sharing activity featuring monthly events presented by SET and hosted onsite at BASICS/HQ (1600 Wilson Blvd., Suite 300, Arlington, VA). Email announcements are sent out to our partner organizations, USAID contacts, and other child survival related individuals. These activities permit BASICS' technical officers and the SET Unit to showcase their achievements. These activities will include the showing of BASICS-produced videos and presentations by BASICS technical officers. This activity allows all of BASICS/HQ staff and the invited guests to become acquainted with BASICS II achievements. This activity is an excellent training ground for future conferences and other events.

Issues

The BASICS II Project will be ending June 14, 2004. Leading up to this closing date, the Project envisions and has planned for a series of conferences, workshops, and other events designed to promote the BASICS II Project and its contribution to child survival in terms of global technical leadership. As such, the Strategic Experience Transfer (SET) Series is an excellent training ground for such events.

Organization   *Global Health*
Inventory   *112*

Strategic Experience Transfer (SET) Series

Contact

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Category

PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *112*

Global Health Success Story Database

Description

Global Health Success Story Database and Success Stories in Issue Brief format, sponsored by GH/PRH

Value Proposition

To provide information easily and readily to individuals within Global Health for speeches, trips, reports, etc.

Results

Information on human interest stories is more readily available.

Issues

The initiative is being sustained by contacting missions and CAs for updated and new success stories.

This initiative can easily be replicated.

Contact		*Category*
Laryssa Chomiak	lchomiak@usaid.gov	PHN

Links	*KM Item Type*
	Story

Organization   *Global Health*

Inventory   *129*

HIV/AIDS Programmatic Database (PDB)

Description

The HIV/AIDS Programmatic Database (PDB) is a web-based, relational database developed and maintained by Social & Scientific Systems, Inc. (SSS), under its Synergy Project on behalf of the U.S. Agency for International Development (USAID). The PDB serves as a repository for key descriptive program information, as well as program outputs for all of USAID's core and field support-funded activities in the area of HIV/AIDS.

Value Proposition

With the implementation of the Expanded Response and the expansion in number of HIV/AIDS implementation partners, it became necessary for USAID to be able to aggregate program-level results across its entire HIV/AIDS portfolio more easily. Because it is web-based, the PDB allows USAID HIV/AIDS implementing agencies (IAs) to remotely enter their annual workplans and output results data; this information is then used as a resource for measuring and reporting on program progress toward stated goals.

Results

The PDB allows USAID managers to rapidly describe their HIV/AIDS program portfolios and respond to requests and inquiries from Congress. Additionally, the PDB serves as a resource for IAs. Reports and activity summaries serve as tools that facilitate completion of annual workplans and implementation monitoring.

Issues

Next steps include capturing USAID's bilaterally-funded program activity data. This data combined with the core and field support-funded program activity data will allow comprehensive country-level monitoring and analysis. The PDB is capable of capturing this information, the challenge lies, however, in overcoming the heavy reporting burden USAID Mission are already under and integrating the PDB into Missions' existing M&E frameworks.

Contact

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Category

HIV AIDS

Links

KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *130*

BASICS II Case Studies

Description

BASICS II has been charged by USAID to document child survival in Madagascar and Nepal (and in six of its major country programs). Specifically, BASICS II will be documenting 5 years of child survival experiences in Madagascar and 20 years of child survival experiences in Nepal. The comprehensive documentation, when finalized, will include a technical report, an extensive annotated bibliography (for program replication), a policy brief and a summary (for advocacy), a power-point presentation, a toolkit and CD-ROM (for interventions), and news items for our communication channels. The division of the documentation into different formats will enable users to æpick and choose those items best suited for their needs.

Value Proposition

By capturing the child survival experiences in Madagascar and Nepal and housing them, both in hard copy and in e-format, at the BASICS II HQ Resource Centre, BASICS II is able to encourage the sharing of these experiences and tools. These case studies will provide thorough documentation of successful child survival strategies being used in other countries. The sharing of information via the case studies leads to a reduction of costs since the element of redundancy is reduced ù the same core of interventions used by one country can be used by other countries, and in this process, become a very valuable asset to be used by other countries working in similar interventions and to be used, shared, and offered to other organizations also working in the same interventions.

Results

The comprehensive documentation, when finalized, will include a technical report, an extensive annotated bibliography (for program replication), a policy brief and a summary (for advocacy), a power-point presentation, a toolkit and CD-ROM (for interventions), and news items for our communication channels. The division of the documentation into different formats will enable users to pick and choose those items best suited for their needs. The context of the documentation can be manipulated so that the user from specific countries or regions can focus on such country- or region-specific issues such as health systems, weather, political climate, etc.

Issues

The documentation of child survival results in Madagascar and Nepal is in itself a useful exercise. This documentation process will serve as a guide for future documentation exercises of large-scale child survival programs.

Contact

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Category

PHN

Links

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *140*

BASICS II Brief

Description

The BASICS II Brief is the information sharing effort of the BASICS II Project. The BASICS II Brief is a weekly e-newsletter highlighting achievements from our 16 country programs, head quarters, and the SET Unit and it also highlights our accomplishments in terms of global technical leadership. The BASICS II Brief highlights project activities on the global, regional, and national levels in a concise electronic format. Each issue, available in English, French, and Spanish, contains short paragraphs with hypertext links for further information. The e-newsletter is packaged into adobe portable document format (.pdf) format and sent out via electronic (GroupWise) to our BASICS II Brief listserv members. From an initial audience of 25 individuals (March 2001), the Brief's audience has now grown to app. 3,600 individuals (September 2003), including representatives from USAID, the United Nations, WHO, World Bank, MOHs, DFID, NGO/PVOs, our partner organizations, and many other groups. Individuals may also access the Brief, and its French and Spanish translations, at www.basics.org/new/brief.html.

Value Proposition

The BASICS II Brief highlights project activities on the global, regional, and national levels in a concise electronic format. This concise electronic format is also known as a listservs, which operates via electronic mail and is the most popular and pervasive of today's communication tools. From one's desk, email provides quick, reliable, and cost-effective links to the world at large. In the developing regions of the world, email currently extends much further than does any other Internet-based technology. Consequently, email lists and listservs have evolved as a powerful tool for collaboration in Africa, Asia, and Latin America. Although innovative information and communication technologies (ICTs) are emerging daily, the lack of reliable and speedy access to these tools limits their usefulness for people in lesser-developed countries.

The BASICS II Brief e-mailing list is a cost-effective way to bring together and inform people of common interest, such as child survival. It permits the SET Unit to save money on mailing expenses and allows for the immediate and instantaneous sharing of documents, information, and other relevant resources, and it also permits the building and strengthening of the global child survival community at large. The BASICS II Brief, with its hypertext links, also encourages recipient members to further explore the BASICS II web site.

Results

BASICS II uses the BASICS II Brief as a vehicle for partner and others' inter-communication. The target audiences includes key and other staff members from our partner organizations, G/PHN USAID contacts, WHO officers, United Nations organizations, child survival-related NGOs/PVOs, DFID, and other key child survival related individuals and organizations. The BASICS II Brief is a vehicle used in the development of a greater understanding of child survival issues, the transfer of information resources, and for new and continued collaboration within key organizations (both governmental and non-governmental) in presence and non-presence countries in Africa, Asia, and Latin America. Aside from what was mentioned above, information contained within the issues of Bits & Bytes is also used (1) for the Project's Annual Self-Assessment and (2) by several of our partner organizations for their own information newsletters. The concise format of the Brief encourages other similarly-structured listservs to utilize its content. The USAID Administrator, the US Coalition for Child Survival newsletter, the Communications Initiative, SIGN, and WHO HIF-net have all borrowed and/or promoted content from the Brief.

Issues

The BASICS II Brief has been championed by our HQ and field staff members as an efficient and effective means to highlighting project activities at the global, regional, and national levels. With this type of staff support, this initiative should be easily maintained and sustained.

Organization   *Global Health*
Inventory   *141*

BASICS II Brief

Contact

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Category

PHN

Links

http://www.basics.org/new/brief.html

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*

Inventory   *141*

BASICS II Field Materials Archive

Description

The BASICS II Project captures its field office experiences and knowledge by overseeing the development of and the expansion of an archival section of the Resource Centre dedicated to BASICS II field materials. These materials have been solicited from each of our 16 country field offices and are catalogued according to country and include a descriptive title and/or key word i.e. counseling card, trip report, etc. Once catalogued, the compiled lists are sent to each of the field offices on a monthly basis. The materials are housed in the BASICS II Resource Centre and are available in hardcopy and e-formats (the SET Unit bought its own scanner to ensure that e-copies of the field materials would be available).

Value Proposition

By capturing its field office experiences and housing them, both in hard copy and in e-format, at the BASICS II HQ Resource Centre, BASICS II is able to encourage the sharing of these tools. The monthly field materials announcements encourage internal communication and are an important mode of information sharing amongst the field offices. The sharing of field materials leads to a reduction of costs since the element of redundancy is reduced - the same core of interventions used by one field office can thus be used by other offices, and in this process, become a very valuable asset to be used by all of the field offices working in similar interventions and to be used, shared, and offered to other organizations also working in the same interventions.

Results

Simply put, the tools and other resources that came out of our inventory of field materials, such as the The Child Health Booklet and the IEC Database, have been adopted for use by various MOHs, NGOs, etc or have evolved from utilizing the materials contained within the field materials database. The reuse and repackaging of field materials and the collection of field materials into databases results in the development of a very valuable and useful asset to be used by all of the field offices working in similar interventions and to be used, shared, and offered to other organizations also working in the same interventions.

Issues

By capturing its field office experiences and housing them, both in hard copy and in e-format, at the BASICS II HQ Resource Centre, BASICS II is ensuring that its institutional memory will live on past its June 2004 closure date and that its archival knowledge will be available for future projects and activities.

Contact

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Category

PHN

Links

http://www.basics.org/new/library.html

KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *142*

IEC Catalogue of Project Materials

Description

While this was a one-time effort, AED believes this represents a best-practice in knowledge management. Specifically, at the close-out of our Dominican Republic - AccionSIDA project funded by USAID, AED developed an IEC catalogue of all materials created between 1997 and 2002. IEC materials were catalogued by target population such as youth, gay community, persons with HIV, sex workers, etc. This was done above and beyond any request of USAID and was completed by the staff of AccionSIDA. For every IEC item included, a picture and description of it is provided along with the local organization funded to produce this material.

Value Proposition

ften, as projects bounce between implementing partners, the knowledge, tools, and benefits garnered are lost in the transition. In an effort to assure that the wheel not be re-invented, AED produced a formal glossy catalogue so that others could quickly identify already existing tools and materials. This was specifically meant to benefit the local NGOs and communities within the Dominican Republic.

Results

The catalogue continues to be distributed, however, as individual IEC materials within the catalogue are only obtainable through NGO's listed in the catalogue - AED can not directly track the results of this effort.

Issues

AED hopes to continue such efforts with other projects as we continue our work in the field of HIV/AIDS prevention and mitigation.

Contact

Michael Kaplan   mkaplan@aed.org

Category

HIV AIDS

Links

KM Item Type

Knowledge Asset

Organization   *Global Health*

Inventory   *156*

Int'l workplace HIV/AIDS efforts

Description

Proposed as a concept by AED, and implemented at the request of the US. Dept. of Labor and USAID, AED serves as the convening and facilitating body for a working group focused on International workplace programs addressing HIV/AIDS. The roundtable will happens twice a year with the second one occurring this year on Oct. 9, 2003. It includes, but is not limited to parties engaged in int'l workplace HIV/AIDS efforts such as Dept. of Commerce, Dept. of State, CDC, USAID, USDOL, Futures, Project Hope, FHI, Deloitte, AED, ILO, AFL/CIO and more. To further support cross-fertilization, an on-going list-serve is maintained for the working group members.

Value Proposition

The roundtable was organized based on a recognition that many more players are becoming involved in workplace intervention, yet few mechanisms exist to assure non-duplication of efforts, and coverage of gaps. In addition, as many groups have been creating tools to assist with this work, the roundtable was viewed as a strong option for coordinating such efforts.

Results

This is an on-going effort; however, participants have clearly found great value in it, as they have requested it to continue on a regular basis. Information on programs being implemented has been more easily shared across parties and new collaborations continue to be discussed.

Issues

The roundtable will continue, currently participants are looking at, and assessing the need for a formalized system, such as a database, to store relevant information.

Contact   *Category*

Michael Kaplan   mkaplan@aed.org   HIV AIDS

Links   *KM Item Type*

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *157*

2003 LINKAGES Exchange Meeting

Description

Mother-to-mother support is a behavior change strategy to improve infant and young child feeding. During group meetings, women provide each other support for feeding decisions and practical solutions to common problems. In Ghana the LINKAGES Project provided training in infant feeding and mother-to-mother support group methodology for nine non-governmental organizations involved in community-based programs. In 2003 LINKAGES organized an exchange meeting for leaders of the mother-to-mother support groups in the three northern regions of Ghana. Seventy people from six language groups participated, including producers from two regional radio stations. During the meeting the women shared experiences, discussed the theme of World Breastfeeding week, demonstrated preparation of foods for older infants and young children, danced, and sang songs with infant feeding messages.

Value Proposition

The exchange meeting provided an opportunity to update skills, plan for World Breastfeeding Week, encourage leaders, celebrate their achievements, and cultivate the exchange of ideas among women from different communities, language groups, and regions.

Results

The meeting received excellent national television and regional radio coverage with the leaders recognized as effective agents of change. Ideas generated at the meeting were translated into community activities, radio programs, and call-in shows during World Breastfeeding Week. At a time when ethnic clashes had resulted in violence and curfews, the meeting also served to foster a spirit of cooperation and shared purpose.

Issues

LINKAGES has developed resource materials and provided training in mother-to-mother support group methodology and infant feeding for health care personnel and NGO program staff in Bolivia, Ghana, India, and Jordan. Working with existing women's groups helps to ensure the sustainability of this approach.

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PHN

Links

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *160*

LINKAGES Intersectoral Nutrition Action Group

Description

In November 1997 the LINKAGES Project supported the Ministry of Health in establishing and coordinating an intersectoral nutrition action group (Groupe d'Action Intersectoriel pour la Nutrition GAIN) in Madagascar. The GAIN brought together representatives of government ministries (health, finance, education, trade, agriculture, and population), donors, and international and national NGOs to discuss nutrition issues and to take concerted action. Within twenty months, the GAIN had expanded from 20 to more than 75 members representing over 50 organizations.

The Nutrition Division from the Ministry of Health served as the chair of the GAIN. The MOHÆs Director of Preventive Medicine convened the GAIN quarterly to harmonize nutrition messages, reach consensus on micronutrient protocols, and develop a nutrition communication and advocacy strategy. Meetings were facilitated using visualization in participatory programs (VIPP), an approach that promotes participation by all members. Sub-committees were formed to carry out tasks identified by the GAIN.

The GAIN never wrote by-laws or a constitution. The enthusiasm of its members, financial support from USAID and UNICEF for regular meetings and workshops, and coordination by the MOH and LINKAGES moved the GAIN forward.

Value Proposition

Numerous organizations and agencies were involved in nutrition activities in Madagascar, but there was no focal point for nutrition policy, strategy development, and coordination of activities. Messages and protocols lacked standardization. The GAIN was created to provide a focal point for nutrition, develop and harmonize nutrition actions, facilitate exchange among members, and share new programmatic and scientific knowledge.

Results

A critical mass of nutrition advocates at the national level emerged from the GAIN. The GAIN is a valuable mechanism for discussion and consensus building around nutrition issues having both national policy as well as programmatic importance for community-based interventions.

In its first five years the GAIN and its sub-committees:
- Updated the Plan of Actions for the National Nutrition Policy
- Developed a Health Sector Nutrition Strategy to promote key nutrition actions for children and women at critical contact points of health service delivery
- Identified strategies for revitalizing the Baby-Friendly Hospital Initiative
- Agreed on a set of micronutrient protocols for vitamin A, iron, and iodine
- Trained members in the Essential Nutrition Actions and the identification of key nutrition messages
- Harmonized nutrition messages among different stakeholders, produced IEC materials that promote maternal and child health and nutrition (counseling cards, womenÆs health card, and job aids for health workers), and used these materials throughout the country
- Supported a mass media strategy to promote nutrition behavior change
- Disseminated Profiles,a computer-based nutrition advocacy tool that estimates the consequences of malnutrition on a population's health, education, and economy

In 2000 a qualitative evaluation based on 19 semi-structured interviews with GAIN members was conducted. During a quarterly GAIN meeting, 27 additional GAIN members participated in a discussion of the key interview questions. The GAIN members who contributed to the study were proud of their accomplishments and found GAIN a useful coordination and networking mechanism.

Issues

The national GAIN continues to serve as a forum for nutrition policy discussions. Since 2000 four regional intersectoral nutrition action groups have been established. Their goal is to disseminate and strengthen new national policies/protocols on nutrition and to bring the process of nutrition advocacy closer to the point of program implementation. The GAIN concept has been shared with nutrition representatives through presentations at international meetings and study tours to Madagascar.

Organization   *Global Health*
Inventory   *161*

LINKAGES Intersectoral Nutrition Action Group

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PHN

Links

KM Item Type

Community of Practice

Organization   *Global Health*

Inventory   *161*

LINKAGES Workshop on M&E of PMTCT

Description

Knowledge Management meeting on the Monitoring and Evaluation of Prevention of Mother to Child Transmission

On July 1, 2003, the LINKAGES Project, managed by the Academy for Educational Development, hosted a one-day Knowledge Management meeting on the Monitoring and Evaluation of Prevention of Mother to Child Transmission (of HIV) - M&E of PMTCT. The workshop was convened to connect people to people and people to information about the M&E of PMTCT. The workshop objective was to share information, strategies, and experiences in monitoring and evaluating PMTCT programs in order to define a set of M&E better practices for PMTCT programs as these programs go to scale. Twenty-two people representing 13 organizations/projects attended the workshop. Among the organizations attending were those that currently report to USAID on PMTCT as well those that will be initiating PMTCT activities with funding through the Presidential Initiative. Participants included representatives from Abt Associates, AED, Family Health International, IntraHealth/PRIME, Macro International, Management Services for Health, Population Council, Project Hope/CORE Group, SSS/TVT Synergy, University Research Co., and USAID. These organizations are expected to scale up PMTCT rapidly and submit results biannually to USAID.

Value Proposition

Although infant feeding is one of the three modes of mother-to-child transmission of HIV, infant feeding interventions and indicators are absent from most programs. The LINKAGES Project is experienced in integrating infant feeding with other PMTCT interventions and in collecting infant feeding data in the context of HIV. The meeting provided an opportunity for LINKAGES to share this experience with other organizations that will be reporting on their PMTCT activities. Based on LINKAGESÆ experience, the difficulties and costs of collecting survey data within HIV interventions are often overestimated by organizations that are hesitant to collect this data.

The meeting was organized to address these concerns and to elaborate upon USAID reporting requirements, indicator standards, and evaluation in the context of PMTCT. Each organization reported on its current monitoring activities. Participants met in small groups to discuss cost analyses, global indicators, and community-based monitoring

Results

One of the outcomes of the workshop was support for continuation of the M&E working group, with LINKAGES serving as the point organization to work with USAID. The group will maintain a focus on the use of M&E data, leverage external resources to conduct evaluations, and possibly produce an M&E guide that would lead to greater collaboration while building consensus among implementers. Another outcome was the appointment of a cost and cost effectiveness analysis sub-group that will meet and make recommendations to USAID so that there is consistency across analyses. The sub-group met in August 2003 and decided to link results to cost and informed USAID of the meeting and its outcome.

Issues

This M&E community of practice will serve as the focal communication point for information exchange between USAID and implementing agencies. This exchange will help ensure that the guidelines established by USAID for reporting indicators are applied consistently and that best practices are shared throughout the community.

Contact   ## *Category*

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Links   ## *KM Item Type*

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *162*

Food and Nutrition Technical Assistance Website

Description

The Food and Nutrition Technical Assistance (FANTA) website, www.fantaproject.org, was established in 1998 as a vehicle for disseminating current information on nutrition and food security programming. Visitors have access to a variety of resources in the focus areas of agriculture and food security, maternal/child health and nutrition, monitoring and evaluation, HIV/AIDS, women's nutrition, and emergency programs. Technical reports are available for download and represent the latest work of not only FANTA but also FANTAÆs parters: Cornell University, Tufts University, the International Food Policy Research Institute, Freedom from Hunger, Food Aid Management, the World Health Organization and the UN Standing Committee on Nutrition.

Value Proposition

The website serves as a respository of FANTAÆs ongoing technical work and highlights a number of useful tools to be used by PVOs, partners and other key stakeholder groups. The Title II Generic Indicator Guide Series, the Child Survival Project Evaluations 1991-1997, and the Technical Notes series all add to the technical reports and evaluations offered. The website also serves to provide linkages between partners, PVOs, USAID Field Missions, and U.N. Agencies including the World Food Program, SCN, and UNICEF.

Results

The FANTA website receives 10,000 visits per month on average. Visitors can easily access information and materials by focus area or by title.

Issues

Contact	*Category*
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Links	*KM Item Type*
http://www.fantaproject.org	Knowledge Asset

Organization   *Global Health*

Inventory   *164*

FANTA Promising Practices Guides

Description

A major challenge facing program managers is to develop linkages among information collected, the relevance of the information for decision-making, and the economic efficiency of the process. FANTA has developed promising practices guides that detail a roadmap of information requirements at each phase of program implementation and a guide for choosing any given information tool or methodology at each stage.

The Title II Generic Indicator Guide series was developed for PVOs to develop monitoring and evaluation systems for use in Title II programs. The guides are intended to provide the technical basis for the indicators and recommended methods for collecting, analyzing and reporting on the generic indicators.

Current indicator guides include:

Agricultural Productivity Indicators Measurement Guide discusses the following indicators and the data needed for each of them: harvested crop yields per hectare, gap between actual and potential yields, yield variability under varying conditions, value of crop production per household, months of household food provision, percent of crop losses during storage, number of hectares with improved practices and number of crop storage facilities built and used.

Anthropometric Indicators Measurement Guide focuses on anthropometric assessment of infants and children. Information is provided on how to collect, analyze and report on key anthropometric indicators.

Food for Education Indicator Guide provides guidance on USAID-supported Food for Education (FFE) approaches to increase enrollment and school attendance in developing countries. The guide was developed with Title II Food Aid PVOs, various USAID offices involved in education, the World Bank and the World Food Program.

Food Security Indicators and Framework for Use in the Monitoring and Evaluation of Food Aid Programs outlines a process for identifying indicators and provides a conceptual framework for understanding food security issues. Integrating food security indicators into the monitoring and evaluation systems of food aid programs will ensure better and more efficient management of these resources and improve their impact.

Infant and Child Feeding Indicators Measurement Guide focuses on the changes in feeding practices of infants and children for improved nutritional status. The indicators are based on five widely accepted practices: initiating breastfeeding within the first hour of life; breastfeeding exclusively for the first six months; introducing complementary foods after six months; continue feeding infants and young children with diarrhea; and after recovering from diarrhea, increasing the nutritional intake of infants and children.

Measuring Household Food Consumption: A Technical Guide describes the process and procedures for collecting information to assess the food-intake requirements of a household and a step-by-step analysis of the food consumed. A separate Appendix document has been prepared with detailed information about analyzing the data.

Sampling Guide provides guidance on how to go about choosing samples of communities, households and/or individuals for these surveys. This information when combined with appropriate indicators and evaluation study designs will permit analysis of the effectiveness of Title II programs. This guide emphasizes the use of probability sampling methods.

Water and Sanitation Indicators Measurement Guide provides information on water and sanitation impact and monitoring indicators. Water and sanitation improvements, in association with hygiene behavior change can have significant effects on population and health. These improvements in health can lead to reduced morbidity and morality and improved nutritional status.

Value Proposition

One of FANTA's mandates is to strengthen the institutional capacity of key stakeholder groups (i.e., PVOs, USAID Field Missions, and U.N. Agencies including the World Food Program, SCN, and UNICEF) to assess, design, implement, monitor, and evaluate effective food security and nutrition policies and programs. The Title II Generic Indicator Guide Series aids partners and stakeholders in the monitoring and evaluation of policy and programs.

Results

Organization   Global Health
Inventory   165

FANTA Promising Practices Guides

The Title II Generic Indicator Guide series is available on FANTAÆs website, www.fantaproject.org/publications/.
The series continues to be a popular webpage and is in the top ten downloads for the website.

Issues

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Category

Uncategorized

Links

http://www.fantaproject.org/publications/

KM Item Type

Best Practices

Organization   *Global Health*
Inventory   *165*

Photoshare

Description

Developed exclusively for educational and non-profit purposes, Photoshare is a one-of-a-kind photo service covering a broad range of subjects in international development with a focus on public health. Photoshare images capture the realities of urban and rural life in developing countries as well as global efforts to improve health and save lives. Photoshare allows users to see programs in action and the people they serve - youth, women, men, families, and communities. Photoshare can be searched 24 hours a day by subject, country, region, or photographer. Users can order low and high resolution digital copies, with an average turnaround time of one day or less. Photoshare staff can assist users in finding the image to suit their needs.

Value Proposition

Photoshare images are provided - at no cost - to help advance the work of public health professionals and organizations around the world and to help improve the quality of life of those we serve. Requests for photos are carefully screened to ensure that photos are properly credited and are used in a context that accurately represents the real situation, subject, identity, or physical location of the image. Above all, we are committed to preserving the dignity and respect of the photo's subjects - both individuals and countries.

Results

Photoshare helps communicate important public health issues through photography. The images contained on photoshare help create powerful Powerpoint presentations, brochures, newsletters, and other publications; compelling websites, reports, fundraising appeals, and training materials; dynamic and imaginative exhibits and conference

Issues

Plans are in place to expand the Photoshare website in response to user requests for information about how to share photos, how to take better photos, and how to learn about contributing photographers and new photos. Plans also include improving image delivery in response to requests and improving systems for sharing photos, making it easier for anyone in the world to upload images and metadata. In addition, promotional efforts are underway to scale up participation among fieldworkers and photographers in both developing countries and among cooperative agencies.

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Links

www.infoforhealth.org

www.photoshare.org

KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *167*

EHP Knowledge Sharing Practices

Description

Reaching an Expanded Audience with Water, Sanitation and Hygiene Information (Poster)

EHP uses three key strategies for knowledge sharing – provision of research and reference services; e-conferences and e-networks; and EHP-specific information and communication approaches (web, CD-ROMs, Briefs, Partnerships). The knowledge sharing activity is a poster, "Reaching an Expanded Audience with Water, Sanitation and Hygiene Information," showing an overview of EHP's knowledge sharing practices and how they enable EHP to reach a diverse, global audience.

EHP is sponsored by USAID's HIDN Office in the Global Health Bureau.

Value Proposition

Rationale: To share with international conference participants, key approaches EHP uses to provide a diverse audience with up-to-date information on water, sanitation, hygiene and other environmental health topics.

For whom: Participants at the Sixth Water Information Summit, held in Delft, Netherlands.

Results

An estimated 100 participants, many from developing countries, were able to see how a mix of methods-web-based, electronic, print, CD-ROMs – need to be used to reach a diverse audience with different levels of access to technology. However, they were also able to see how the EHP website and electronic dissemination were found to be extremely effective ways to reach and influence a wider range of audiences and the additional benefit of a decrease in printing and mailing costs as a result of web and electronic dissemination.

Issues

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Links

http://www.ehproject.org/PDF/Presentations/PosterWIS.pdf

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *174*

Environmental Health Webliograpies

Description

The EHP Information Center compiles webliographies on key environmental health topics. Webliographies are web-based bibliographies A webliography denotes an enumerative list of hypertext links surrounding a common subject or theme. Developed exclusively for web-publishing, webliographies collate key on-line resources (listservs, websites, reports, news items, FAQs, databases, newsgroups etc) pertaining to a particular topic.

EHP has compiled webliographies on household water treatment, dengue prevention and control, arsenic pollution of groundwater, and other topics.

Characteristics of a webliography:

1. Includes links from multiple on-line sources; listservs, websites, newspapers, magazines, newsgroups, FAQs, digital Archives, multimedia, catalogs and databases
2. A description of links and sources is provided
3. It is aesthetically appealing
4. Good navigation is provided
5. There is solid content; the site provides motivation to explore and return at a later date
6. A description and purpose of the webliography is stated

Value Proposition

Information on environmental health topics is scattered across a variety of organizations, journals, publishers, etc. Each webliography has a specific topic focus and a specific audience, such as hygiene promotion specialists, water/sanitation engineers, etc. The compilation of a webliography organizes this array of information into one central source for a specific audience.

Results

Users of the webliographies include water/sanitation specialists, experts in malaria control and other environmental health professionals. These users can save time and effort in locating information and resources on priority topics. One example of a specific benefit is that an EHP website user in Jordan was able to link to a resource in the webliography and locate speakers for a conference on Household Water Treatment .

Issues

One constraint is that webliographies quickly become dated and regular updates are necessary if they are to remain important information resources. Also, selecting a priority topic for a webliography is important.

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Environment

Links

http://www.ehproject.org

KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *175*

Understanding and Challenging HIV Stigma: Toolkit

Description

Understanding and Challenging HIV Stigma: Toolkit for Action. R. Kidd and S. Clay. September 2003. CHANGE Project, Academy for Educational Development/Manoff Group, in partnership with ICRW.

The toolkit was developed by the CHANGE Project; the research was implemented by the International Center for Research on Women in collaboration with Miz Hasab Research Center (Ethiopia), Muhimbili University College of Health Sciences (Tanzania), ZAMBART Project (Zambia), and Kara Counseling and Training Trust (Zambia). The toolkit was developed through a series of workshops in Ethiopia, Tanzania, and Zambia.

This toolkit was written by AIDS activists from over 50 non-governmental organizations in Ethiopia, Tanzania and Zambia. They participated in workshops where they explored the implications of stigma and designed the exercises on different aspects of stigma. The Toolkit is a resource collection of participatory educational exercises for use in raising awareness and promoting action to challenge HIV stigma. Trainers can select from the exercises to plan their own courses for different target groupsùboth AIDS professionals and community groups.

Value Proposition

The Toolkit was developed to provide people working in the AIDS field -- especially the front-line workers-- with a set of flexible educational materials to raise their own understanding and help them facilitate awareness raising with community groups. The aim is to help people at all levels understand stigmaùwhat it means, why it is an important issue, what are its root causesùand develop strategies to challenge stigma and discrimination.
The idea behind the toolkit is to create a safe space where AIDS professionals and community members can talk about their own fears and concerns about AIDS, look at the roots of stigma and how it affects PLHAs, families, children and communities and develop strategies and skills to confront stigma and discrimination.

The toolkit developed out of a three country research project on HIV stigma. At the start of the research project, workshops were organized for research assistants and AIDS NGOs to familiarize them with HIV-related stigma and build support for action against stigma. Participants liked the participatory exercises created for these workshops and asked for copies so they could use them. Out of this grew the idea of creating a toolkit of participatory training materials on HIV stigma.

Results

It is too soon to know the impact; the Toolkit was only recently published in September 2003.

Issues

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HIV AIDS

Links

www.changeproject.org

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *177*

Community Surveillance Kit

Description

Community Surveillance Kit. Developed by the CHANGE Project, Academy for Educational Development/Manoff Group. June 2001.

The CHANGE Project developed the Community Surveillance Kit primarily as a resource for countries to improve detection, reporting and follow-up of cases of acute flaccid paralysis (AFP) -- an achievement required for countries, regions, and the entire world to be declared polio-free.

Value Proposition

The Kit is intended for the use of non-governmental organizations and other groups such as the U.S. Peace Corps, in partnership with ministries of health at the national, provincial, and district levels.

The Kit was also designed to facilitate ongoing community involvement in detecting and reporting other illnesses and events of public health importance in addition to AFP. Besides supporting community involvement in surveillance, the Kit provides ideas for preventing diseases and ways to help communities monitor good health habits, such as hand washing and having fully immunized infants, and other positive events that communities themselves select related to improving community life beyond health.

Results

The Community Surveillance Kit has been adapted and used by several CORE group PVOs, for instance in Angola, India and Nepal, according to feedback we have received.

Hundreds of copies of the Kit have been distributed upon request; however, the CHANGE Project has not received substantial feedback on its use.

In addition, the CHANGE Project is providing support for an ongoing pilot of the Community Surveillance Kit in the Ili District of the Zambezia Province in Mozambique. The Kit has been adapted, and training workshops have been conducted for trainers, surveillance coordinators, and volunteers. In July 2003, during a measles outbreak, the majority of measles cases were referred to health centers by the community health volunteers that were trained in community surveillance.

Issues

- An evaluation of the pilot project in Mozambique is planned.
- A job aid for community volunteers in Mozambique is also being planned.
- The Community Surveillance Kit will continue to be disseminated and made available on our web site and CD-rom.
- The Kit was designed to be adapted and replicated throughout developing countries.
- Constraints and challenges: availability of funding to assist countries in adapting the Kit (i.e. training trainers, surveillance coordinators and volunteers). Another challenge has been not receiving sufficient feedback on how and where the Kit has been adapted.

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Links

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KM Item Type

Other Knowledge Sharing

Organization   Global Health
Inventory   178

Evaluation of a Behavior Change Tool

Description

Title: Qualitative Evaluation of a Behavior Change Tool: Experiences with the NEPRAM Method among Planners of the Dengue Prevention Strategy in the Dominican Republic. Mark B. Padilla, CHANGE Project, Academy for Educational Development. June 2001.

This report presents findings from qualitative interviews with 10 planners and policy-makers who were involved in the use of the NEPRAM method in the design of a behavior change strategy for dengue prevention in the Dominican Republic. NEPRAM, or NEgociacion de PRacticas Mejoradas (Negotiation of Improved Practices).

Through a collaborative effort between various domestic and international experts, policy-makers and planners, the NEPRAM method was used to develop a participatory, community-based approach to dengue prevention in the Dominican Republic, and to implement a small-scale pilot intervention in the urban community of Herrera, Santo Domingo. This report qualitatively evaluates the application of this new approach on the process of developing behavior change interventions for national and local planners. It does not attempt to evaluate the impact of the approach on changing key household behaviors related to dengue fever prevention and control.

Value Proposition

Beginning in 1999, the USAID-sponsored CHANGE Project received field support from USAID/Santo Domingo to assist an interagency team in the development of a comprehensive behavior change strategy for dengue control. The CHANGE Project has as its overall mandate to ômove forward the state-of-the-art of behavior change through the application of innovative behavior change approaches to stubborn health behavior problems. The NEPRAM method is one such innovative approach that potentially changes the way planners develop interventions, leading to more effective behavior change programs and eventually improvements in key health outcomes.

Results

Issues

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PHN

Links

www.changeproject.org

KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *179*

Competencies for Development and Social Change

Description

Mapping Competencies for Development and Social Change: Turning Knowledge, Skills and Attitudes Into Action. M. Etiennette Irigoin and P. Tarnapol Whitacre. D.M. Faulkner and G. Coe, eds. November 2002.

The Bellagio conference participants, among other things, conducted a functional analysis of Communication for Development and Social Change. (a functional analysis is the most widely used method to identify competencies.) The product of this method of analysis is a Functional Map that defines the Key Purpose of an occupation or field, its Key Functions, the Units of Competence that are needed to perform the Key Functions, and Elements of Competence that make up the Units of Competence and are disaggregated to the point of a task or activity.

Value Proposition

Competence is about turning knowledge into action. In the 1990s, as the United Nations looked at how it should be organized in the 21st century, competencies played an important role. UN Secretary-General Kofi Annan defines competence as ôa combination of skills, attributes, and behaviors that are directly related to successful performance on the job. The United Kingdom's Institute of Health Care Development defines it as ôthe ability to perform according to job standards, through a wide range of circumstances and to respond to changing demands.

Implicit in both definitionsùas well as in others in the literatureùis that superior performance in a job is based on applying knowledge, skills, and attitudes in an ever-changing environment.

Results

Issues

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Cross Sectoral

Links

www.changeproject.org

KM Item Type

Knowledge Asset

Organization   Global Health
Inventory   180

Barriers to Childhood Vaccinations in Mozambique

Description

A Study to Describe Barriers to Childhood Vaccinations in Mozambique. S. Sheldon and C. Alons. Ministry of Health/Mozambique, CHANGE Project, Project Hope. July 2003.

The study gathered quantitative and qualitative information that describes problems, barriers, and successes in relation to vaccination services in 36 communities in each of three provinces in Mozambique. It is intended that results will be used to develop clear recommendations for policies, management, and activities of MOH's Expanded Program on Immunization, which will lead to increased vaccination coverage countrywide.

Value Proposition

As much as half of the population lacks access to fixed health facilities that offer routine immunization, and since 1992 the EPI has relied on mobile brigades based in district capitals to reach populations far from functioning health facilities. In part, these services are supported by NGOs present in provinces. Even with mobile brigades, however, some groups are hard to reach. Problems of access are compounded by logistical difficulties, including the lack of vaccine and other consumables, cold chain breakage, and transportation problems.

Results

The summary document organizes results by area of intervention: access to services; quality of services; information/education/ communications; and use of the child health card; and presents selected key results based on analysis of the individual interviews with mothers of children aged 3-23 months; and supported by focus group discussions, health worker interviews, exit interviews, and facility observation. Unless otherwise noted, data presented in figures comes from individual interviews with mothers. Complete results, including other indicators of coverage, are presented in the full research report document.

Issues

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Links

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KM Item Type

Knowledge Asset

Organization   *Global Health*
Inventory   *181*

Approach to Adolescent Reproductive Health

Description

What Protects Teenagers from Risk Behaviors? Applying a Resiliency Approach to Adolescent Reproductive Health in Jamaica.

In February 2000, USAID/Kingston, the Jamaican Ministry of Health, and The Futures Group International and their subcontractors launched the five-year Adolescent Reproductive Health (ARH) Project. The project aims to increase the use of reproductive health and HIV/STI services and preventive practices through access to quality services, improved knowledge and skills of young adults, and improved national practices. USAID/Kingston asked CHANGE to conduct an in-depth analysis of reproductive health behaviors among Jamaican adolescents, identify barriers and facilitators to adolescent reproductive health, and identify a few key areas for application of innovative behavior change approaches to support the larger ARH Project.

Value Proposition

The question was asked: What protects teens Age 12-16 from engaging in early and unprotected sex, violence, suicide , drug and alcohol use in Clarendon, Jamaica ?? The research was conducted among 1004 Clarendon teens between the ages of 12-16 years in Jamaica. Instead of focusing on risk factors the research was designed to identify those factors within the individual, home, community and school that PROTECT teens against the following high risk behaviors: early, unprotected sex, violence, drug and alcohol use, suicide.

Results

Findings from this survey highlight the importance of supportive home, school and community environments in helping to protect adolescents from engaging in sexual activity. This is particularly so where youth are provided with opportunities for meaningful participation in the home and community. Activities, which facilitate this, serve to provide the youth with opportunities for responsibility and meaningful contribution which in turn fulfill the innate need for persons to have a sense of control and ownership over their lives. Additionally supportive home and community environments rich in opportunities for meaningful participation and high expectations emerged as offering protection against the other risk behaviors of substance use (both marijuana and cigarettes), aggression (both carrying a weapon and fighting) and suicide ideation. Overall the survey found that youth in Clarendon tended to enjoy home, school, community and peer environments which were rich in high ex!
pectations. The influence of parents emerged as offering stronger protection than another adult in the home, while the Peer Environment emerged as the least protective. Despite the importance of opportunities for meaningful participation in any environment, it was a third of the youth survey who reported high scores for this asset. This undoubtedly highlights the need for programs which promote the creation of opportunities for meaningful participation at home, in schools and communities.

Issues

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PHN

Links

www.changeproject.org

KM Item Type

Knowledge Asset

Organization *Global Health*

Inventory   *182*

Framework for HIV/AIDS Behavior Change

Description

Strategy Recommendations and Planning Framework for HIV/AIDS Behavior Change Communication Activities funded by USAID/Haiti.

USAID/Haiti staff in HIV/AIDS convened a working group on Behavior Change Communication, consisting of behavioral and communications specialists from its Cooperating Agencies and Partners involved in HIV/AIDS programming. In a series of discussions, this working group reviewed and assessed USAID's BCC programming in HIV/AIDS, and identified the strengths, weaknesses and lessons learned from 15 years of HIV/AIDS activities in Haiti.

Value Proposition

USAID/Haiti commissioned a team from the Synergy Project to develop a recommended program strategy for USAID in HIIV/AIDS. The Synergy team, in their final report (September 2001), recommended that USAID/Haiti pursue two mutually reinforcing strategies to respond to the generalized HIV/AIDS epidemic in Haiti: "to provide decentralized prevention and care throughout the country, while insuring extra coverage of high-risk settings or æhot spotsÆ where transmission is most rapid.

Results

Results from the report were compared to the behavioral objectives and target markets of the recommended strategy, and a gap analysis of the differences between the two (or areas of unmet need) were identified.

Issues

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Category

HIV AIDS

Links

www.changeproject.org

www.changeproject.org

KM Item Type

Lessons Learned

Organization   *Global Health*
Inventory   *183*

Analytic Summary on Polio Communication

Description

Communication for routine immunization and polio eradication: a synopsis of five sub-Saharan case studies WHO/UNICEF/USAID, June 2000.

This paper presents an analytic summary of five country reports on polio eradication communication efforts. An overview of communication planning and effective strategies is first given, then specific polio eradication issues are analyzed from the perspective of the five studies. Finally, the main recommendations from the studies are presented.

Value Proposition

In October and November 1999, a series of case studies were carried out in five sub-Saharan countries. The broad objectives were to: a) document communication activities for polio eradication, routine immunization and surveillance; b) exchange effective and innovative experiences; and c) provide recommendations for the improvement of communication interventions. The initiative was a collaborative effort undertaken by the Ministries of Health of visited countries, the World Health Organization (WHO), the United Nations Children's Fund (UNICEF), the Unites States Agency for International Development (USAID) and its subcontractors (BASICS, CHANGE and JHU-PCS). Visited countries were the Democratic Republic of the Congo (DRC), Mali, Mozambique, Nigeria and Zambia.

Results

Recommendations from the report were as follows:
1-Improve the availability of reliable immunization coverage data; 2-Strengthen health education; 3-Improve the integration of routine EPI and surveillance of AFP with polio eradication activities; ; 4-Dedicate resources to conducting quality research; 5-Develop more strategic communication interventions; 6-Increase and sustain community participation in polio eradication and EPI; 7-Take advantage of momentum and structures created by NIDs to improve routine EPI; 8-Strengthen monitoring and evaluation and supervisory systems; 9-Develop a culture of client-oriented health services; 10-Institutionalize partnership with media; 11-Develop a long-term partnership with the

Issues

Contact

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Category

PHN

Links

KM Item Type

Lessons Learned

Organization   *Global Health*
Inventory   *184*

POPLINE

Description

POPLINE is the world's largest reproductive health database providing over 300,000 citations with abstracts to scientific articles, books, and published and unpublished reports. The subjects covered in POPLINE include family planning technology, family planning programs, population law and policy, adolescent reproductive health, tropical diseases, environmental health and urbanization, fertility, demography, maternal and child health, HIV/AIDS and other sexually transmitted diseases, women in development, and primary health care communication.

Value Proposition

POPLINE can help users: review scientific and program literature before writing a proposal or beginning a research project, gather materials for a lecture or speech, locate the best journal to which to submit your paper, find training materials in specific languages, compile publications lists, identify consultants in specific fields, find background information on a country or region, keep up-to-date on topics of interest, find current FP/RH information for preparing news articles and stories, and more.

Results

Internet POPLINE is available free of charge, with updates twice a month.
- POPLINE CD ROM has full search capability in English, French, and Spanish interfaces, free of charge to developing-country users.
- Comprehensive and current awareness (monthly updates of most recent records added to database on topic of users choice) POPLINE searches are available, free of charge, to anyone affiliated with academic, government, population, or related organizations in developing countries. Results are delivered by post or email at no cost to developing-country users.
- Full-text copies of most documents cited in POPLINE can be requested for document delivery (by post or e-mail) at not cost to developing-country users.
- POPLINE currently has 3,800 links in its records. After reviewing the POPLINE abstract, users can click on the URL in the source field and go directly to the publisher's Web site to see the full-text of the cited document.
- Users can limit their POPLINE searches to peer-reviewed journal articles. They can limit their search to these 68,000+ POPLINE records at the beginning of the search process, or can review their results and see which records have the peer-reviewed notation

Issues

POPLINE seeks more unpublished, indigenous material from developing countries. By processing and archiving this material, it continues to be a repository from which the global health community can access, download, and repackage RH/FP information. POPLINE has two document acquisitions contracts (India and Morocco) in place, but needs to scale up this initiative. It is a matter of identifying organizations that already have a mandate to collect and disseminate RH/FP information and to collaborate with them to expand and formalize their efforts. For some organizations, the next logical move would be to manage their own FP/RH databases and provide access and services from those systems.

POPLINE's IT infrastructure needs to be moved to a more powerful system. This would improve the speed and efficiency of acquiring and processing materials, and would improve the system's functionality and the ability to offer

Contact

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Category

PHN

Links

www.popline.org

KM Item Type

Knowledge Asset

Organization *Global Health*
Inventory   *187*

POPLINE

enhanced services to users.

s

Organization   *Global Health*
Inventory   *187*

AIDSTREATCOST (ATC) Model

Description

PHRplus has developed the AIDSTREATCOST (ATC) model and is sharing it freely with cooperating partners, AIDS activists and NGOs, as well as counterparts in many countries. The ATC is and interactive model that estimates the costs and resources required to implement an anti-retroviral (ARV) treatment program under various assumptions and scenarios. It can be tailored to specific situations using local data. The model is a product of the USAID-funded Partners for Health Reformplus (PHRplus) Project led by Abt Associates Inc. Those most likely to benefit are policymakers, HIV/AIDS program planners, and technical working groups. The development of the model has been very collaborative and interactive. For example, PHRplus project convened a expert panel drawn from cooperating agencies, World Bank, academia, USAID, NGOs and others to review and provide feedback on the design. The initial model was presented for feedback at various fora including the Barcelona AIDS conference in 2002 and the 2nd regional HIV/AIDS consultative meeting for Southern Africa Development Community.

Value Proposition

Most low resource countries have started to provide antiretroviral (ARV) treatment to people living with HIV/AIDS as a result of growing national and international pressure to make ARV treatment available in these countries. However, limited information exists on the costs of providing a comprehensive ARV treatment program in low resource countries.   In direct response to the lack of cost information, PHRplus has developed the AIDSTTREATCOST (ATC) model, a software tool for estimating the total cost and resources required for setting and implementing ARV programs. Intended users of the software include Ministries of Health and Finance, national AIDS coordinating agencies, program planners, and donors.

Results

The ATC software has been tested in several countries, including Zambia, Uganda, and Cambodia. Preliminary results from the field indicate that the ATC has helped policymakers and practitioners take a "health systems" approach to ARV provision, by conceptualizing and thinking through all relevant questions including infrastructure requirements, health care providers, equipment, lab tests, drugs and other critical elements used to deliver ARV services. Furthermore, the results have facilitated critical discussions on financing strategies for ARV treatment in

Issues

Future plans include collaborating with other partners that have similar costing tools such as the GOALS Model (Futures Group) and the ABC models (World Bank).   The initiative is currently being sustained by small funds from both USAID Washington and USAID Missions.   Other institutions have expressed interest in supporting this initiative. The initiative can be scaled up by integrating the ATC costing exercise as part of routine needs assessment countries implementing ARV programs.

Contact

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Category

HIV AIDS

Links

http://www.phrplus.org/hiv-atc.html

KM Item Type

Other Knowledge Sharing

Organization   Global Health
Inventory   188

Workshop on Mapping Models for Delivering ITNs

Description

Organized by NetMark and the RBM partnership

From May 13-15, 2003, representatives from the Roll Back Malaria partnership, including Ministries of Health, National Malaria Control Programs, development agencies, NGOs, and the commercial sector as represented by NetMark, met in Lusaka, Zambia for a "Workshop on Mapping Models for Delivering ITNs through Targeted Subsidies." Experts on the use of insecticide-treated bednets for malaria prevention shared knowledge and experiences regarding models for delivering ITNs to vulnerable populations through targeted subsidies.

Value Proposition

The workshop had two major goals:
-To review and objectively assess experiences to date with different models/approaches for delivering ITNs through targeted subsidies in the context of the RBM strategic framework
-To provide guidance to countries and their partners in the process of planning or implementing ITN interventions, including country recipients of Global Fund awards.

Results

The workshop outputs were guidelines in the form of an analytical framework defining different models for targeting ITN subsidies that addresses the pros and cons for key elements in each model. These guidelines serve as a resource for new and ongoing ITN interventions.

Issues

Contact

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Category

PHN

Links

www.netmarkafrica.org

KM Item Type

Other Knowledge Sharing

Organization   *Global Health*
Inventory   *189*

E-learning Task Force

Description

The Technical and Executive Secretariat of the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum), completed a study in June 2002 on e-learning entitled "E-Learning: An Option for Local Government Training in Latin America and the Caribbean." The purpose of the document is to provide an overview of the current state of the e-learning industry, a summary about adult learning and performance, and illustrative examples of applications in the United States and Latin America and the Caribbean (LAC). The document also contains recommendations and guidelines for donor and technical cooperation agencies that are currently engaged in e-learning in LAC or that are planning to design and implement e-learning activities in the region.

The document was meant to be a starting point for discussion among key representatives of international cooperation agencies, universities and the private sector who are involved in designing, developing, implementing and funding e-learning initiatives in the Latin American/Caribbean Region. A Task Force has been set up which includes representatives of international organizations (USAID, World Bank, Inter-American Development Bank), regional and municipal associations (IULA - International Union of Local Authorities and AMMAC - the Association of Mexican Municipalities) and universities (Penn State, UNAM – Universidad Nacional Autonoma de Mexico, ITESM - Instituto Tecnológico y de Estudios Superiores de Monterrey). The goals of the Task Force are as follows:

- Create a policy document which guides resource allocation decisions made by multilateral and bilateral organizations in programs in support of e-learning
- Propose lines of action to implement the policies in Latin America and the Caribbean.

For the first few weeks, the Task Force will be communicating via the "virtual communities feature" of Microsoft Network. If this proves to be difficult,we will create a list serve for the Task Force to facilitate communications and involvement by its members in the discussion. In addition, we will be hosting several audio and videoconferences to enable the Task Force to discuss key issues more freely and to renew personal contact among its members.

Responsibilities of the Task Force members include:

- Provide examples/case studies of successful e-learning initiatives in the Region (state-of-the art in e-learning for local governance and community development)
- Compile practical recommendations from individuals and institutions involved in all aspects of e-learning – from infrastructure provision to design to content – and ensure that these recommendations are brought to the attention of key decision-makers within their institutions
- Provide recommendations for the creation of a viable operational model for municipal associations committed to promoting E-learning

Value Proposition

Under its Cooperative Agreement with the LAC/RSD Bureau,we conducted a Training Diagnostic in Bolivia in 1999 in six major areas of local development: Institutional Development, Local Economic Development, Citizen Participation, Land Use Organization and Planning, Environment and Natural Resources, and Inter-Municipal Consortia. The Diagnostic provides findings relevant to the existing provision of training in Bolivia, factors for assessing the potential for improvement and perceived threats to the continued development of training capabilities and opportunities.

The Bolivian diagnostic provides evidence that some of the greater obstacles to effective training often stem from the lack of a clear understanding of the actual training priorities at the local level, redundant and irrelevant efforts, and more importantly perhaps, the absence of due consultation and participation of key actors and sources in the definition of programs and contents. What the Diagnostic clearly showed was that, despite the many and diverse approaches and methodologies applied, there is still an absence of documented and tested models that could become sustainable channels for new and effective training delivery mechanisms and enhanced information and communication technologies.

The Diagnostic was initially supposed to be the first of several training assessments that would lead to the design of a Regional Training Strategy for Latin America. It became apparent that this kind of diagnostic would be too costly to conduct and would not yield the kind of results needed to develop the training strategy. Furthermore, the original scope of work did not anticipate the impact that technology would have on the Region and the speed with which different countries in the Region would try to adopt and promote the use of technology. This phenomenon caused us to review our strategy with regards to the training component of the Agreement and to explore the impact and the potential that

Organization   *Latin America and the Caribbean*

Inventory   *30*

E-learning Task Force

Results

The first audio conference of selected Task Force members was held at the end of October 2002 so it is still too early to report on results of the effort.

Issues

Once the Task Force has come up with the policy recommendations, the Forum will support the members in disseminating and validating the recommendations within individual institutions that are members of the Forum. If they are implemented, it is hoped that there will be a more coherent policy towards the promotion of E-learning in Latin America and the Caribbean – one that takes into account the importance of providing practical content based on needs; the need to support better, less costly telecommunications infrastructure; and the benefits of designing indicators for specific programs that enable effective impact evaluations.

Contact

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Category

Information Communication Technology

Links

KM Item Type

Distance Learning

the rapid proliferation of the Internet presents for the future of local government training in Latin America. We are convinced that e-learning is the key to helping to bridge the gap between the massive need for training of elected and appointed local government officials and the current supply of training provided by international and national agencies, educational institutions, NGOs, and others. We felt that it was important to encourage the donor community to consider e-learning in a more systematic and thorough way and become advocates for it in their respective organizations.

One of the ways that this could be accomplished was through the Technical and Executive Secretariat of the Forum – by providing information about E-Learning (see reference above to document entitled E-Learning: An Option for Local Government Training in Latin America and the Caribbean) and by engaging key individuals from the agencies that are implementing and funding e-learning initiatives in the Region in a dialogue resulting in concrete policy proposals to achieve greater impact of these initiatives.

Organization   Latin America and the Caribbean
Inventory   30

Intl Forum for Cooperation Local Govt LAC Website

Description

The Web site was developed under a Cooperative Agreement with the Bureau for Latin America and the Caribbean/Office of Regional and Sustainable Development. The site was created as one of many tools that LAC's partner, as the Technical and Executive Secretariat of the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum) could use to fulfill the goal of the Forum -- improving the effectiveness of technical assistance that supports national decentralization and local government development initiatives in the Latin American and Caribbean Region through the promotion of dialogue and information sharing among donors and technical cooperation agencies.

The information on the Web site is organized around the following 8 areas:
- Decentralization
- Local Economic Development/Poverty Alleviation
- Financial Management
- E-Government
- Disaster Mitigation
- Performance Measurement
- Training
- Governance

The site was developed mostly for staff in donor organizations and technical cooperation agencies. It contains news about current initiatives undertaken by international cooperation agencies in the Region, events sponsored by these agencies, a library with over 300 documents, a contact board with contact information on key staff working in the selected areas of the site within each of the member organizations, and a Programs Section. The Programs Section was added a year ago in response to requests by Forum members to be able to access information about technical assistance programs in Latin America in the areas covered by the Web site, searchable by country, topic area and donor organization.

Value Proposition

The Web site, and in particular, the Programs Section, was created in order to enhance the sharing of information among key international cooperation agencies, including multilateral and bilateral donors (USAID, IDB, World Bank, GTZ, the Spanish Cooperation Agency, etc.) as part of a larger USAID-funded effort -- the International Forum for Cooperation on Local Government in Latin America and the Caribbean (the Forum). The Forum is an initiative begun in 1999 at the request of the LAC Assistant Administrator and the President of the Inter-American Development Bank.

Results

The Forum Web site receives between 900 and 1400 hits per month. The majority of the users are from the United States (81%); the remaining 19% are from Latin America (mostly Mexico and Argentina). This is consistent with the audience that the developers of the site had in mind (US-based).

Feedback on the site has been very positive. Users see it has a good source of information on what is currently happening in international assistance to local governments. It is one of many tools that is being used to promote information sharing among members of the Forum. Other tools include list-serves, which have been used to conduct discussions on issues related to Forum member priorities, such as municipal finance, and an electronic newsletter that is published bi-monthly and which provides information to members on activities and events, publications and networking opportunities.

Issues

The Cooperative Agreement which funds the Forum initiative will end in September 2003. As part of its efforts to ensure the sustainability of the Forum, including the Web site, LAC's partner will search for an institution that will be willing to take on the management of the Forum beyond USAID funding.Several institutions have already been identified with whom discussions will be held over the next few months to gauge their interest in managing the Forum.

Organization   *Latin America and the Caribbean*
Inventory   *31*

Intl Forum for Cooperation Local Govt LAC Website

Contact

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Category

Cross Sectoral

Links

http://www.lacforum.org

KM Item Type

Other Knowledge Sharing

Organization   *Latin America and the Caribbean*

Inventory   *31*

LAC Environment Webpages

Description

There was a perceived need by environment officers in LAC for readily-available technical tools for them to perform their jobs. In response, the Environment Team in LAC/RSD decided to fund environment webpages. We worked with the contractor that has the Agency IQC for internet data services to design and conduct a needs survey, then designed and populated the pages accordingly. The pages receive a steady volume of traffic – over 175 different individuals per month (this does not count people who visit more than once).

Value Proposition

We saw and designed it as a customer service/technical tool for environment officers. With that in mind, and because the overall LAC Bureau website was woefully outdated, we included basic items such as the telephone directory, strategic plans, and links to national and international newspapers besides the basic environmental tools (such as Agency environment regulations).

Results

The pages receive a steady volume of traffic – about 175 different individuals per month (this does not count people who visit more than once). We're frequently told that this is one of the best – if not the best – internal USAID webpage. Specifically, customers are happy to obtain accurate information quickly in an electronic format without having to track someone down to get it. For example, it was a very efficient way of conveying information to approximately 80 participants at a conference overseas (e.g., the agenda, registration, participant list).

Issues

One person on the team compiles, and sends to the contractor, one e-mail per week that contains a list of items to be updated, new items to post etc. This makes it an efficient way to control time and cost. For fun, we run a Photo of the Month contest. People from without the Bureau submit photos for the contest, and one is selected each month and featured on the home page. This gets people more personally involved in the page – e.g., some people say that they always log in at the beginning of the month to find out who won, and to see and read about the photo. The winner gets a free ice cream cone (paid for by me). The other four RSD teams have liked the results and are at various stages of developing their own internal webpages. In so doing, they are replicating the same overall look to give these pages a RSD-like appearance and to take advantage of the "economy of scale" offered by having many innovative features of the LAC Environment pages already developed. These include an interactive electronic calendar, a search function, as well as useful links already identified, e.g., for daily national newspapers throughout the LAC Region.

Items that could be made public (e.g., descriptions of Mission environment programs) are being identified to be placed on an external Agency LAC Environment webpage, which is currently in the design stage. The success of this page helped to spur the LAC Bureau as a whole to re-design and update the LAC Website, and the lead office for this effort called upon our team to lend its expertise to the task.

Contact

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Category

Environment

Links

KM Item Type

Other Knowledge Sharing

Organization   *Latin America and the Caribbean*
Inventory   *32*

LAC Trade Matters newsletter

Description

LAC/RSD/BBEG shares information on trade capacity building and other trade related issues and events through the "LAC Trade Matters" newsletter. Kerry Byrnes, with input from Missions and other BBEG staff, edits the newsletter and transmits it once a month by email to Missions and other interested parties inside and outside of USAID.

Value Proposition

As Missions incorporate trade into their strategies, they need timely information on the key issues and events in trade negotiations, donor coordination, etc. The trade capacity building activities respond to Administration-wide trade policy priorities and capacity-building questions, so it is important for Missions to be informed about the wider context of trade capacity building developments.

Results

The initiative raised awareness about trade and trade capacity building, helped Missions to understand key issues as they incorporate trade into their strategies, and helped to communicate feedback from the U.S. government interagency trade capacity building working group and other trade events to USAID staff in the field. The arrival of the newsletter every month keeps trade at the forefront.

Issues

Every month, the LAC Trade Matters editor solicits input, puts together the newsletter, and transmits it to the distribution list.

Current plans remain the same: monthly publication via email. The publication is not currently available on the USAID intranet.

Contact

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Category

Trade

Links

KM Item Type

Other Knowledge Sharing

Organization   *Latin America and the Caribbean*

Inventory   *33*

LAC Selected Economic and Social Data

Description

Using primary and secondary sources, the DIS maintains and updates the Latin America and the Caribbean: Selected Economic & Social Data database and produces a hardcopy annual publication

The book contains graphs, charts, and statistics describing the current macroeconomic, trade, foreign asistance, investment, social, democratic, and environmental status of the countries in the region. The database and the programs that produce the annual report are in SAS software.

The data is also available to the public and partners online from the USAID website. The online database contains links for various socio-economic sector specific data. From the sector pages, you may query the database to produce cross-national, time-series data sets in HTML, Excel spreadsheets, or Word tables. From this website the user can also obtain information on ordering the LAC Databook as well as download the book in pdf format.

Value Proposition

The purpose of the LAC Databook is to gather and disseminate the most up-to-date information possible from official country sources, rather than reproducing what is available from published International Financial Institution (IFI)

Results

The 2001/2002 edition is now available (USAID PN ACS 124). This report is the tenth in a series published annually by the LAC Bureau since 1991. The publication has served as a reliable source of region specific data not only for USAID, but for the general public as well.

Issues

Plans are currently underway to update the online database, which corresponds to the information contained in the LAC Databook. The page contains links for various socio-economic sector specific data. From the sector pages, you may query the database to produce cross-national, time-series data sets in HTML, Excel spreadsheets, or Word tables. From this webpage the user will also be able to obtain information on ordering the LAC Databook as well as download the book in pdf format.

Contact

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Category

202 661 5819 Cross Sectoral

Links

http://qesdb.cdie.org/lac/index.html

KM Item Type

Knowledge Asset

Organization   Latin America and the Caribbean
Inventory   42

Hurricane Reconstruction website

Description

Sharing lessons learned and results from Hurricane Mitch and Hurricane Georges reconstruction programs in Central America and the Caribbean. Final reports from implementing USAID missions and other USG agencies, as well as the GAO's report have been posted on USAID website (http://hurricane.info.usaid.gov/). A comprehensive report including program results, problems, audits, and lessons for what to avoid in the future is being finished now and will be posted upon completion.

Value Proposition

To maintain a historical record of the hurricane reconstruction program and share information within the agency, the government, the development community, and other interested organizations.

Results

The agency now has a repository of information about reconstruction, which people within and outside of the agency call on to inform decision-making about other programs. Desired result is that USAID will be able to respond more efficiently to disasters in the future.

Issues

LAC's reconstruction coordinator has been coordinating efforts to develop and maintain the website since the beginning of the hurricane reconstruction program.

A seminar with key implementing partners and agencies is being planned. These organizations now form a network to call on for expertise in particular areas.

Contact

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Category

Disaster Assistance

Links

http://hurricane.info.usaid.gov/

KM Item Type

Lessons Learned

Organization   *Latin America and the Caribbean*

Inventory   *57*

Inter-Summit Property Systems Initiative (IPSI)

Description

The Inter-Summit Property Systems Initiative (IPSI) is a mechanism created by USAID as a result of the Second Summit of the Americas held in Santiago, Chile in 1998, to help countries to rationalize and modernize their property registration systems. The initiative began in 1998 when USAID, in partnership with the OAS, developed the knowledge portal www.Property-Registration.org as a tool for sharing information (case studies, project data and reports, events, news and links to a network of donors and partners). The portal targets, in particular, those public and private entities involved in implementation projects but also is a used for research and analysis. This site was designed to fill a communications gap among different donors, the consultants they employ and the governments and beneficiaries they serve.

Initially, the site was populated with information that was harvested by USAID's principal technical officer at meetings and through engaging in assistance with partners throughout LAC and by OAS staff finding links to useful material available at other websites. OAS contracted with the University of Wisconsin Land Tenure Center to systemize the document archive and to search several well known library data bases for relevant documents. OAS and USAID's network of colleagues engaged in the reform of property registry systems, provided information on projects, events, and news. In 2002, this portal was transformed from a static website to a community of practice: LandnetAmericas.org. This means that the users can now much more directly contribute to the content of the page. The OAS' IPSI manager still actively attends meetings and searches other web sites to find useful material to the web users.

Currently, LandNet Americas offers:
- Information on the Summit of the Americas mandates and implementation review process.
- Regular updates of significant events and documents.
- Direct access for registered users to upload their documents, news and events to the site.
- Access to technical Advisors.
- Access to private e-mail forum/discussions.
- Streamlined searching through the Knowledge Center.

Value Proposition

In 1998 during the Second Summit of the Americas (Santiago, Chile), the Heads of Governments declared property registration as key to Poverty Alleviation and that Property registry reform influences Summit goals (justice, human rights, gender equality, education and economic integration). Poverty alleviation one of the four issue baskets addressed in the Santiago Summit Plan of Action, (formally entitled "The Eradication of Poverty and Discrimination") is the most directly relevant to the work outlined in this strategic plan. Under poverty alleviation, the initiative on property registration establishes an agenda for strengthening property rights systems in the Hemisphere. In response to the Summit mandate, USAID and the Government of El Salvador engaged in developing IPSI. The Summit explicitly called on donors to improve information sharing to help implementation of the property registration mandate. There was a clear need for a portal that was not confined to any one organization's information and so the virtual office was created with the goal of putting in one place information from across sources. This was also viewed as a tool for creating awareness of the Summit mandates. It was envisioned that the portal would be used by a variety of users. In fact, an evaluation conducted in 2001, demonstrated significant usage from a variety of users including government officials in LAC countries, consultants, researchers, individuals needing information on property systems in their countries, NGOs and donor organizations. This same evaluation suggested a need to upgrade technological platform and to make the site more interactive; hence, the transformation in 2002 mentioned above.

This knowledge portal is low cost (approximately $350,000 beginning in 1999) but is not yet sustainable without USAID funds. USAID and the OAS are looking at potential non-public sources of funds for a site like this. On the other hand, we are debating to what extent this is a public good the nature of which might change with private sponsorship.

Results

Our clients are more readily able to keep informed about the work of their peers and with the experience of neighboring countries. Specific results are hard to report however, the demand for and plans to establish three sub-regional networks portals interconnected with the on-going portal is a testament to the value that is gained from this sort of knowledge management – people are using it and want more ownership. By having a LandNet Americas focal point for each region (LandNet Caribean, -LandNet América Central LandNet América del Sur) with its own layout and unique domain name, local ownership will increase and IPSI will benefit from availability of more material in languages other than English and from including even more documents that are less known and available beyond their local source.

Organization *Latin America and the Caribbean*
Inventory   *185*

Inter-Summit Property Systems Initiative (IPSI)

Issues

In transforming the portal from the static page www.property-registration.org to a dynamic page, a choice was made to develop LandNetAmericas on the Development Gateway platform. This was mainly done to gain publicity and to link with the AiDA (Accessible Information on Development Activities) project database. Experience has shown this choice to be limiting to our users and so this year, LandNetAmericas portal will be transferred from the Development Gateway server to the OAS server. This is considered a priority since the Development Gateway server has been down in several occasions for maintenance and access to the modules has been restricted. The fact that the search engine will not depend on the Gateway's database updates will make it more practical and functional for the end-users. The OAS server response to the users' requests will be much faster in comparison to the Development Gateway server.   At the same time, the AiDA database will remain an automated source of information for our portal. The OAS and USAID are engaging via email and in person (see number 3) in making LandNetAmericas known.

At the same time, IPSI's coordinator will spend more time in searching for relevant documents and projects, making contacts with specialists, responding to specific request for information, exploring opportunities to increase support to the portal and liaising with other international organizations, donors, civil society organizations and private foundations, to collect recent information on projects that relate to land issues in order to update the database. With the new features of the portal, experts will be able to upload documents, to disseminate information in the portal and to participate as guides and advisors in the portal.

Contact

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Category

Land Markets

Links

http://www.landnetamericas.org
IPSI team is actively marketing the main portal and working to motivate and
http://www.landnetamericas.org
portals.

http://www.property-registration.org   Since spring of 2003, IPSI has been working with the Central American Network for Training in Land Administration to
help them institute a portal for that region called BiViCAT (Biblioteca Virtual Centroamericana). IPSI manager met with the BiViCAT team in March, to coordinate the establishing of a regional (Central America) node of the

KM Item Type

As reflected in the next paragraph, the OAS Community of Practice assist in the development of sub-regional Community of Practice

Organization   *Latin America and the Caribbean*
Inventory   *185*

Hurricane Mitch Lessons Learned

Description

We established a Website as part of the broader Agency website to make available key commentaries and lessons learned from the implementation by 12 USG agencies of the $621 million Hurricane Mitch and Georges Supplemental Program

Value Proposition

The program established a new network of people and expertise which had never previously worked together. The variety of activities and modalities as well as the level of government and NGO cooperation was unprecedented.

Results

There were more than 3 million beneficiaries of the USAID-managed Program, which is documented on the website, as well as in the USAID publication "Mission Accomplished", which will be distributed at the Knowledge Fair.

Issues

The techniques and planning efforts adopted during this program's implementation have already been employed in the Mozambique floods, the HIV/AIDS task force and will be of use in future calamitous events.

Contact

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Category

Disaster Assistance

Links

KM Item Type

Lessons Learned

Organization   *Latin America and the Caribbean*
Inventory   *186*

EXONet Newsletter and EXO Toolbox

Description

The EXO Toolbox is an umbrella web site for (1) the EXONet newsletter and (2) management tools for Executive Officers abroad, their staffs, and senior mission managers, as well as for other personnel interested in administrative management issues. The EXO Toolbox, sponsored and maintained by M/OMS, serves as a repository for essential policy guidance, management tools, guidance, and essential and important EXO-related links. The EXONet newsletter is a link on the EXO Toolbox and it is completely revised and updated every four to six weeks (whereas the Toolbox is only updated when new policies or instructions are issued). The EXONet newsletter contains current articles, information, and releases (for example, new AID or State Dept. policies) of particular interest to Executive Officers and their field missions. The EXONet newsletters introduce the latest policies and updates in the areas of Human Resources, Procurement, Personal and Real Property Management, ICASS, Travel and Transportation, Agency Transformation, Security, administrative collaboration with the State Department and other management issues. The EXONet newsletter updates are announced through a large subscriber database and there are a great number of non-Executive Officer addressees; however, the EXONet newsletter is not a listserv or mail group.

Value Proposition

The EXONet updates seek to disseminate a wide range of administrative information from many sources (both from within the Agency and from other sources) into one neat, monthly package, thus making it more readily available to managers in the field. It also provides Executive Officers with a forum for electronic discussions of issues of common concern through the monthly "Forum" column -- albeit not in real time, as would a listserv function. The EXO Toolbox provides field missions with a common, single page site from which to access multiple management resources, internal and external to the agency. The Toolbox also allows EXOs the ability to retrieve past issues of the EXONet newsletter with their primary documents archived and ready to be retrieved at any time.

Results

The EXONet has been successful in transmitting information of current interest and import to Executive Officers and other managers. It is widely recognized by agency personnel (not just Executive Officers) as a source of up-to-the-minute news and policies affecting employees and management operations overseas. It has also been successful in stimulating discussion among EXOs on administrative issues important to USAID and the sharing of ideas across missions and bureaus. The EXO Toolbox has proven to be an important one-stop shop for mission managers to access administrative tools. The EXONet newsletter and the EXO Toolbox foster information-sharing, transparency, and the promotion of best practices and standards throughout our field missions in the management

Issues

The EXO Toolbox and EXONet newsletter, for years, have become agency landmarks in knowledge management through the systematized dissemination of both up-to-the-minute and archived information to a large and interested audience. The monthly positive comments received ensure that M/OMS will continue to publish the EXONet regularly, especially as the Agency faces new challenges in new and demanding locales, including Washington. A monthly effort requires one person to collate and format the information into HTML and accurate links, which is time-consuming and somewhat of a problem during staffing gaps. The EXO Toolbox and EXONet archive content is in the process of being examined for obsolete primary documents, and the site needs to be cleaned up and streamlined for more useful and wider access. Additional features will be considered, for example, M/OMS hopes to collate an agency-wide welcome kit to provide useful information resources for employees coming to USAID/Washington on TDY or

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Category

Management / Administration

Links

http://inside.usaid.gov/M/AS/OMS/

KM Item Type

Community of Practice

Organization   *Management*
Inventory   *48*

Information system security distance learning

Description

M/IRM developed an information system security (ISS) information and distance learning website where all USAID users can learn about USAIDs ISS activities and log in and take a variety of ISS training courses. Most of the training available on the site was developed by other government agencies and made available at no cost to USAID. M/IRM developed the webpages to promote and administer the courses. Some of the training activities and a simple training management and accounting system were developed by M/IRM specifically for USAID. An easy feedback tool allows users to evaluate our program and make suggestions for enhancements.

Value Proposition

The Office of Management and Budget (OMB) Circular A-130 and the Government Information Security Reform Act (GISRA) require that all Federal computer system users complete computer security awareness training prior to receiving system access and annually thereafter. They also require role-based training for managers and IT specialists with specific information system security (ISS) responsibilities. USAID's worldwide operations made this an especially great challenge. Recent audits expressed concern that USAID may not be reaching every information system user with the required training. In addition to meeting the federal requirements, USAID's worldwide development mission could be jeopardized if uninformed system users exposed information and systems to

Results

The ISS information and distance learning site is a cost-effective way to reach thousands of worldwide system users on their own time schedules, and encourages them to complete required, and career enhancing role-based training. The website has enabled USAID to overcome federal concerns about Agency ISS awareness and training and satisfies current requirements to make training available and to track course completion. System users no longer have to travel to a classroom to take their annual awareness or other ISS training. They can do so online at their leisure and as their schedules permit, saving time and travel and in some cases per diem, and reducing the impact of training on business operations. The user can also investigate other ISS subjects of interest for career development.

Issues

ISS learning activities will be updated as requires and new activities will be added to accommodate changes in the very dynamic technologies of ISS and the escalating threats to all Federal information systems. Resource availability, funding and personnel, are the major challenges. Creative efforts are being made to share the development and deployment of ISS knowledge, skill, and best practice materials with other agencies for maximum benefit at minimum cost to all.

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Category

Information Communication Technology

Links

http://computersecuritytraining.usaid.gov

KM Item Type

Distance Learning

Organization   Management
Inventory   49

Chief Accountants Net (CAN)

Description

The "Chief Accountants Net" (CAN) is a dual e-mail/web-side based tool for communication among Chief Accountants (CAs) and other FM members, agency wide.

It provides immediate and on-line communication through an e-mail list titled "Chief Accountants" which could be used by any agency member to place a question, provide to or exchange information with the FM community. Any e-mail sent to this list will be recognized immediately by all Chief Accountants (CAs), and will be responded to, if required, by one or several CAs, and in many cases opens a dialogue to agree on best practice/solution for the issue.

The information communicated through the month are gathered and placed on a web-site, and the update is announced on a monthly basis. The web-site (available for the whole agency), represents an organized summary for topics discussed, and serves as a mean of institutional memory for the agency. The previous months' issues are also organized on the web by category of financial area, for easy access and search. The monthly issue is also disseminated to FM key Agency officials in USAID/W to inform them of topics discussed and recommendations made.

The need for the CAN was recognized when Chief Accountants gathered in a Chief Accountants Conference in Tel-Aviv, which resulted in an hoc e-mail communication/exchange of information among them. The CAN was initiated when they gathered another time during a Controllers Conference in Washington in December 2000. Again, when they gathered in a Chief Accountants Conference in Cairo in Feb 02, many improvements were effected to the CAN. The tremendous valuable information exchanged during these gatherings made the CAs recognize the importance of exchanged information among them. Accordingly, they all welcomed the idea of establishing the CAN to help this exchange on a continuing/organized basis. The CAN is enabled and continuously supported by David Ostermeyer (head of M.FM in USAID Washington), coordinated/organized on financial technical level by Sherif Zohdi (CA of USAID/Egypt), and maintained on IT web level by Emad Shawki (USAID/Egypt), but most importantly, the

Value Proposition

The CAs struggled individually for more than 20 years, due to facing technical problems on mission, rather than agency, level. They tried hard to maintain consistency under difficult conditions of high turn over of U.S supervision, and the possible loss of expertise among the FSNs themselves. This turn over and loss of expertise made it very difficult to maintain a reasonable level of consistency of business priorities and procedural standards on the individual Mission/CA level.

The significant changes in business methods and rapid technologies improvements made it almost impossible for an individual CA to utilize his/her own experience and knowledge to coup with the changes, provide best and efficient solutions, and meanwhile maintains a sufficient level of internal controls.

Moreover, the increased/emphasized need to achieve and move towards an unqualified audit opinion on the agency financial statements required an immediate mean of communication and coordination amongst the CAs, on an in-depth technical level, to demonstrate consistent, well thought/developed, and well coordinated and implemented financial standards and practices to the Financial Statements Federal Auditors.

Many innovations, creative solutions, and best practices were developed and implemented by the individual missions, but not shared with other missions, and many others just died because they were not supplemented by knowledge and ideas from other missions.

Due to the tremendous variety of conditions, cultures, and business components among the different missions, agency policies in some cases were interpreted and implemented differently on the technical level by the individual CAs. Lack of dialogue between CAs, who in most cases do and implement the policy interpretation, resulted in different interpretations and policy implementation among missions. In spiteof USAID/W tremendous efforts to provide solutions and consistent practices, many issues were strictly field-related hat may have not been brought to the attention of USAID/W, or brought on infrequent basis with different terminology/descriptions.

All the above required the need for a new mean of immediate communication within the CAs, and between the CAs and USAID/W.

Organization   *Management*
Inventory   *50*

Chief Accountants Net (CAN)

Results

valuable technical contents/information included in the CAN are provided by all Chief Accountants and other agency
It is important to mention the while The CAN contributed to achieving many positive results. These results have been
FM members.   also contributed to by other means of communications on other levels (such as the FMNET on the
Controllers Level):

The CAN provided a mean of information dissemination, inquiries, sharing and maintaining knowledge and best practices reached among Chief Accountants and other FM members within the Agency, and more importantly, contributed to establishing a transparent level of technical business standards and practices on the agency level that resolved the high turn-over and inconsistency on the mission level.

The CAN was improved gradually based on CAs suggestions on both technical and IT levels, and is currently widely used for new purposes, such as by FM community and USAID/W to immediately disseminate important and urgent information to the hands of its direct users.

It provided three new features: on line and immediate communication, in-depth technical level of detail, and organized institutional memory for all conclusions reached.

One important value of the CAN for any CA is simply that it adds to his/her knowledge and experience a wealth of almost 65 times more of experience and knowledge gained under variety of conditions by all other missions as well as USAID/W.

Currently, many innovations were developed through the CAN dialogues such as effecting IPAC charges among missions in lieu of the old informal AOCs transmissions system; cash reconciliations directly against treasury reports which are expected to reduce the level of agency's discrepancies/reconciling items with treasury; standard policy interpretations are being achieved, resulting into more efficiency practices and less consumed efforts, such as the conclusion that FM does not need to maintain Property Ledgers for items reflected as expendables in the agency Financial Statements, and such as the applicability of Forward Funding regulations to trust funs; new policies have been well understood promptly by CAs, avoiding discrepancies such as the new section 511 regulations; and standardized missions practices are being targeted through exchange of information and practices, such as credit cards in different business areas. All the above, in addition to the specific distribution of audit guidance to CAs are expected to contribute to better audit results on the agency level.

A by product of the CAN is that it emphasized and illustrated the importance of the FSNs as a continuing asset of the agency, and institutional memory that is not impacted by high turn over factor, and accordingly preserves and promotes the agency knowledge. It also promoted the moral and self-esteem of the CAs that they can make a difference and value added to the level of t efficiency of the Agency.

The CAN perfectly met the Administrators' vision for the USAID Agency to become a Changing and Learning Organization. It promotes changing towards better business solutions and innovations achieved under a wealth of diversity of minds and backgrounds. It also provides a continuing learning means through the level of information and knowledge exchanged.

Issues

The CAN "pervious months" topics are currently being organized in a better approach to provide easier and faster search for any topic previously discusses and conclusions reached.

Out of the CAN and the Chief Accountants Conference held in Feb 02 in Cairo, a new process of Work Groups on different Financial areas was developed, and has achieved very good results. The process is currently being enhanced under the strong support of David Ostermeyer (head of FM in USAID/W, and Connie Turner (head of M.MPI in USAID/W). The Work groups' activities are currently coordinated by a core group composed of six missions' representatives as follows:

- Natercia Remane (CA of Mozambique)
- Patricia Hernandez (CA of Dominican Republic)
- Ravindral Suaris (CA/Deputy Controller of Nigeria)
- Margaret Witherspoon (Deputy Controller of Bolivia)
- Fermi Blanca (Chief Accountant of Philippines)
- Hossam Rahman (MACS Coordinator of Egypt)
- Sherif Zohdi (Chief Accountant of USAID/Egypt)

Organization   Management

The Work groups are composed for the following areas:

Inventory   - Accruals *50*
        - Cash reconciliations
        - Obligations and forward funding

        - Source of funding
        - Alternate Certifying procedures
        - Payments and cash advances
        - Financial Statements Audit (GMRA)
        - Accounts receivables
        - Alternative Intra-agency charging mechanism.
        - Credit Cards
        - Non Expandable Equipment

The work plans and produced materials for the Work Groups are maintained on a separate web-site which is available agency wide.

Under the new phase of Work groups, the web site will be enhanced to enable dialogues, the core group will change to include a leader of each WG, and each WG will include 3 to 4 active Chief Accountants or other field missions FM members, a member of M.FM for financial operations' controls; and a member of M.MPI for policy development. Each Work group will have an e-mail list (which already exists) to communicate within the WG, and to receive questions from the other Agency members and respond to them.

The Work Groups will act as an agency resource in the subject matter function, utilizing a mixture of backgrounds and accumulated field and USAID/W experience, and targeting to:

- Respond to questions and suggest problem solutions.
- Coordinate sharing best practices, lessons learned, and experience.
- Share in policy making by suggesting changes to existing policies and/or provide input on new/revised policies.
- Ensure continuing learning and promoting innovative changes for improvements.
- Promote standardization and consistency of operations.
- Develop and maintain web-based data base to act as an institutional memory in FM functional areas for gained experiences.

Summary of WGs Progress to date:

(1) Covered more than 50% of the issues assigned. Some were communicated to USAID/W for approval, and some are still pending submission.

(2) Issued five surveys (Cash reconciliations, Obligations, Bill for Collection, Accruals, Alternative ACO procedures). Some were used to issue reports of conclusions and recommendations (Accruals and Accounts receivables), some were used to provide feed back on policy updates (obligations and Accounts Receivables), and some were presented to USAID/W for review and possible utilization in decision making (Alternative ACO procedures).

Chief Accountants Net (CAN)

(3) Prepared a survey for source of funding, which will be issued upon confirmation from PPC/B

(4) Responded to more than 50% of the questions raised during the Cairo Feb 02 Chief Accountants Conference, which will be submitted to USAID/W for confirmation.

(5) Provided input to policy updates/interpretations, such as ADS 621 for obligations, Obligations guidebook, ADS 629 for NXP, and ADS 625 for Accounts Receivables, and section 511 changes. This particular point demonstrated high level of cooperation and benefits gained from the exchanged information between UNSAID/W and field missions.

(6) Contributed to, through the CAN, clarifications of several policy ambiguities, such as the need to maintain FM property ledgers for all PP&E, or the applicability of Forward Funding Regulations to Trust Funds.

(7) Assisted missions under GMRA audits in advance to prepare for and deal with the audit activities by providing sample flow charts, narratives procedures, check lists, guidance on how to deal with auditors, audit program, most common findings to be avoided in each financial area, ...etc)

Chief Accountants Net (CAN)

Contact

Links *Category*   *KM Item Type*

Management / Administration

Community of Practice

Organization *Management*
Inventory   *50*

FMNET

Description

FMNET is a biweekly "document" that permits information sharing among controller and CFO personnel around the world. The FMNET permits controller personnel the opportunity to ask questions and get answers from colleagues.

Value Proposition

This was motivated by the need to share information. It is done for the good of USAID's financial community.

Results

Controller staff are better prepared for the rigors of everyday work and have a forum to share questions and ideas.

Issues

There are no future plans for enhancement for FMNET. We have arranged for FSN staff from Nicaragua to produce the document on a biweekly basis and this has proven successful.

Contact	Category
David Ostermeyer	
Rosa Morales	

Links	KM Item Type
http://inside.usaid.gov/M/FM/cont.htm	Community of Practice

Organization Management
Inventory 51

AVUE

Description

AVUE is a BTEC initiative and there are reams of data on the how and why. Basically, we've purchased an Internet-based application that allows managers and supervisors to write AND classify position descriptions. We are presently in the process of turning on the Staffing module that will allow for a completely paperless recruitment and merit promotion process, including electronic rating and ranking of applicants.

Value Proposition

Again, I'd defer to BTEC documentation on this, but basically, the above processes are very labor intensive without automation. We simply can't afford not to automate. Along the way, we believe that the quality of the process and the product have been greatly improved. This is demonstrated to date with the classification module. The staffing module is just coming on-line and it's too early to evaluate performance.

Results

The major benefit is a position description that precisely documents the manager/supervisor's concept of work to be performed. In addition, positions classified by the AVUE software will stand up to USOPM scrutiny for appropriate series, title, and grade level.

Issues

As with anything, all change is personal and all politics are local. Change comes hard to this Agency. On the other hand, good applications that really do add value sell themselves. Like all changes in administrative functions, AVUE required marketing effort on the part of HR. However, its current growth in popularity is due primarily to user satisfaction and publication.

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Category

Management / Administration

Links

http://www.avuedigitalservices.com/usaid/ads.html

KM Item Type

Technology

Organization   *Management*
Inventory   *52*

HR WebBoard

Description

This is an Intranet forum where HR staff can post messages, share information, comment on HR initiatives, etc.

Value Proposition

Motivation: Find a media to share technical, work-related information that is anecdotal and very time sensitive to a very select group.

Results

We're just putting up the Web Board now, although we're testing it, few know about it. The anticipated benefit is to get timely information out to a select group very, very quickly.   Because it's NOT E-mail we expect more candor with feedback on operational problems, customer issues, etc. For example, we do intend to use this forum to identify situations in which a customer is "forum shopping", i.e., I didn't like the answer Joe in policy gave me so I'm going to go try Larry in operations, then I'm going to Oveta in staffing, etc.

Issues

To make this work I've got to strictly limit access, meaning that I'll have to give out user ID's and passwords as I now do for AVUE and also for NFC. Moreover, I'll have to check the board several times per week to make sure that nothing inappropriate is posted. Finally, if users don't behave like ladies and gentlemen I'll have to pull their access.

Contact

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Category

Management / Administration

Links

KM Item Type

Technology

Organization *Management*

Inventory   *53*

Records Management System

Description

The Records Management database contains information on over 330,000 USAID project and program records which have been microfiched or scanned to CD-ROM since 1983.

Value Proposition

Results

Issues

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Category

Management / Administration

Links

http://cdie.usaid.gov/ird/

KM Item Type

Technology

Organization *Management*
Inventory   *54*

E-Learning Initiative

Description

The Learning Support Division will implement worldwide E-Learning to all employees in December 2002.
- USAID acquired 7000 training seats using SkillSoft courseware through an Interagency Agreement with the Department of Transportation.
- SkillSoft is one of the major corporations whose product is used under the E-Gov initiative "Go-Learn".
- The SkillSoft course catalog now includes almost 700 courses that cover an array of topics, including administrative support courses, business law, communication, customer service, human resources, leadership, management, e-business, financial management, project management, and even 12 courses on knowledge management. (These are only a few of the broad course topics that are available).
- All categories of USAID's workforce will have access to the 700+ courses at no cost to the employee or their organization.
- New courses are continually being added to the catalog every month at no additional cost to USAID.

During implementation, the training office is using emails plus a web-based communication forum created by IRM/CIS on the Extranet, so that USAID missions, the training office and SkillSoft can have threads of discussion, post documents, etc. to share knowledge/information/problems. Anyone can join the forum. Each overseas location (and all Washington Bureaus) have designated implementation points-of contact to participate in the roll-out.

Once employees have access to the training web site (will be known as "USAID's E-Learning Institute"), trainees will also have access to communication forums and chats to continue to learn from other trainees or have access to "experts" if there is a concern/question on any course topic (guaranteed 48 hour response time), etc. USAID also has the option of identifying experts to participate in this knowledge sharing activity, if desired.

SkillSoft also customizes training, so USAID has an option of asking the company to create courseware unique to USAID's business environment, and/or USAID can partner within the "Go-Learn" government community to customize training unique to the government

In addition, the newest option offered by SkillSoft that is under consideration is called Books 24X7, which provides online electronic books from all major publishing companies to use in conjunction with e-learning. Combined with a high powered search engine, Books 24X7 permits employees to search any business topic and get instant results/answers to their inquiries with full text of the published book and their word search "highlighted". If USAID chooses to acquire Books 24X7 as part of its continued growth in E-Learning, SkillSoft has offered to try to include published books that would be especially useful to USAID's development community. USAID would provide the ISBN and publisher and SkillSoft, through Books 24X7, will ask permission of the publisher to publish the electronic version as a reference tool.

Value Proposition

Value – Just in time training with any where, any time access. Training is Internet based, so with an ID/password in hand, an employee can access training any place there is Internet connectivity. Courses can also be downloaded on lap tops should someone want to take a course while traveling in the air, etc.

Results

Benefits – ALL USAID employees. We expect that the courses offered will create value for the Agency by supporting USAID's business objectives, along with supporting USAID's core values of teamwork and participation, valuing diversity, customer service, results management and empowerment and accountability.

Issues

Costs are minimal per employee, so do not anticipate any significant budget constraints. Marketing will play a major factor in getting the word out, keeping folks enthused, monitoring usage, etc. Currently we plan to use the HR/SkillSoft Forum created by IRM/CIS to communicate marketing ideas, share stories, etc. (i.e., see attached one-page flyer regarding Doug Arbuckle). The training office held its first "open house" on November 5 to demonstrate the SkillSoft product to all HR employees and Bureau administrative officers. We plan to hold many other demonstrations in the next couple of months so folks can be more informed of the product and its capabilities.

Organization   *Management*
Inventory   *55*

E-Learning Initiative

Contact

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Category

202-712-5564 Management / Administration

Links

KM Item Type

Distance Learning

Organization   *Management*

Inventory   *55*

BTEC Website

Description

This knowledge sharing activity centers around the creation, development and maintenance of the Business Transformation Executive Committee's (BTEC) Intranet website. The site was specifically designed for dissemination of BTEC information in support of the President's Management Agenda (PMA).   The site includes a collaboration tool (Web Board) that was to be used by BTEC members; however, this portion of the site has never actually been used by members.

Value Proposition

The rationale and motivation for this website was the need for the BTEC to have a means for easily communicating Agency progress on the PMA to all USAID employees.   The site was also designed as a means of collaboration between BTEC members but has never actually been used in this way.

Results

The BTEC site has been extremely successful and is updated regularly by Paula Miller (functional representative) from the Agency's Program Management Office (PMO).

Issues

As soon as the PMO has clearly defined its areas of responsibility and the roles of its personnel, there are plans to completely refurbish the BTEC website. At the present, time however, there is no clear direction as to what the new revised website will look like.

Contact

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Category

Management / Administration

Links

http://inside.usaid.gov/BTEC/

KM Item Type

Other Knowledge Sharing

Organization   *Management*

Inventory   *56*

Extranet

Description

Rick Pritchett, in coordination with Joe Gueron and Bill Wood, is working together to develop a plan for an Agency Extranet. An Extranet would allow for the collaboration between USAID personnel and their external partners in a Sensitive But Unclassified (SBU) environment.

Value Proposition

Many USAID employees have expressed a desire to communicate with their partners in a SBU environment. Having an Agency Extranet has been discussed for years but no one yet has successfully undertaken this important effort.

Results

The direct result of an Extranet would be better communication and collaboration between USAID and its many partners in a safe and secure environment that is easily accessible to all.

Issues

Funding and resources are always the issue. The Agency faces many funding constraints and priorities are constantly shifting according to the greatest need. We are in the process of finding real live customers to fund an Extranet. At the same time we are seeking to fund the minimal requirements (hardware and software) that will support the development and survival of a first- class Agency Extranet.

Contact

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Category

Information Communication Technology

Links

KM Item Type

Technology

Organization   *Management*

Inventory   *58*

Knowledge Management Website

Description

Initially, the Agency's CIO assigned Knowledge Management (KM) activities to IRM. Later this task was reassigned to PPC. While IRM was responsible for this activity we attempted to develop a comprehensive KM website.

Value Proposition

The website was designed for the sharing of all Agency information and for the easy development of Communities of Practice. Web Board is available on the site and was to be used for collaboration and world-wide chats between USAID and its partners.

Results

The website has not received the usage that we expected. KM is an extremely well used buzz word but the actual practice of KM is much more difficult to establish than we had believed.

Issues

We are working with personnel in PPC to coordinate their website requirements into our site and to revise the site as is required and controlled by very limited resources.

Contact

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Category

Management / Administration

Links

http://inside.usaid.gov/M/IRM/IPA

KM Item Type

Other Knowledge Sharing

Organization   Management
Inventory   59

Afghanistan Winterization Program

Description

We are working with Dennis King at the State Department (DOS) INR/GCI as part of an Interagency working group supporting an Afghanistan "winterization" program. We have offered to implement, using Web Board, a small community of Purpose/Practice as a demonstration project.

Value Proposition

This activity is in direct support of the PMA by allowing the coordination and sharing of resources between government agencies. Cooperation between our offices will provide better information and for the sharing of information between a diverse group of employees.

Results

We have held several meetings and provided a demonstration of the benefits of using Web Board as a collaboration tool. Web Board is an in-house tool that may be easily used without incurring any additional expenses for USAID and/or DOS.

Issues

We are currently in the defining stage of this endeavor. Nevertheless, there appears to be considerable interest in the Web Board collaboration tool and we believe that success at this stage could directly affect our ability to develop a base of "paying" customers that will support the development and maintenance of an Agency Extranet.

Contact		*Category*
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Links	*KM Item Type*
	Other Knowledge Sharing

Organization Management

Inventory 60

Craighead Countries Online

Description

The Office of Human Resources, Learning Support Division, Learning Resource Center (LRC), implemented the Craighead online relocation service, available to USAID employees worldwide in January 2000.
- The service covers 100 countries.
- Provides general orientation to each country as well as an overview of economic and political developments, social and business customs, health issues, shipping, schools and social organizations and practical information about everyday living and working in a particular country.
- The information is timely and current and updated throughout the year.
- The software is user-friendly and easily navigated.
- All categories of employees have access to the database.

Value Proposition

- Accessible to agency employees worldwide through the USAID Intranet.
- Provides comprehensive and up-to-date source of country information.
- Provides information on business culture, ethics and norms in a particular country.
- Provides detailed information on day-to-day living, customs and social activities in a particular country.

Results

- Worldwide instant access to country information.
- Detailed country information at your fingertips.
- One-stop shop for country information.

Issues

- Reduces reliance on hard copy country information packets compiled by the LRC.
- LRC staff now devotes more time for collection development and value-added research.

Contact

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Category

Cross Sectoral

Links

KM Item Type

Electronic Information Resources

Organization   Management
Inventory   117

Management Performance and Metrics Website

Description

The Management Performance and Metrics Website is being developed for Management Bureau staff and other interested USAID staff as a source of information related to management issues and concerns. Through the Management Metrics website, USAID staff will assemble and provide access to data and tools for performance measurement and reporting, collaboration and information sharing. It is sponsored by the Assistant Administrator for Management and is administered by the Management Policy and Metrics staff of the Management Bureau.

Value Proposition

The website will create value for the Management Bureau by increasing the visibility of customer service and other management performance. It will be a "one-stop shop" for performance information and facilitate management reporting and decision-making. The website is being developed and implemented for Agency staff. The initial audience is

Results

As noted above, the website is new.

Issues

The web site is new. It will be scaled up to meet the needs and interests of participants in the Management Metrics program as the program emerges.

Contact

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Category

Management / Administration

Links

KM Item Type

Community of Practice

Organization   *Management*
Inventory   *146*

Annual Report Application

Description

The FY 2003 Annual Report Application tool was designed as a management tool to assist all USAID operating units collect and analyze program and resource information needed for USAID's Congressional Budget Justification, Bureau Program and Budget Submissions, the Agency Budget submission to OMB and the Performance and Accountability report, among other internal review purposes, in one complete "package". The "application" was transmitted to each USAID operating unit as an email attachment, along with installation instructions and a Users Guide.

Value Proposition

The motivation for development of the application was to cut down on the number of times the same information was being collected from USAID operating units to satisfy Agency reporting requirements. The application streamlines the collection and submission of this program and budget data. Another motivation was the need by the Agency to more closely integrate strategic budgeting and performance reporting; both budgeting and performance data is being collected and integrated within one database application system.

Results

The data is being required to be submitted to AID/W by January 6, 2003, so results cannot yet be reported on. With the shorter deadlines for submitting the Agency's CBJ to Congress this year it is expected that one benefit of the application will be the streamlining of the process of generating the financial and program data for the CBJ

Issues

A more dynamically interactive database relationship between the USAID overseas operating units and AID/W is desired for the collection of this data, but internet connectivity has been the main constraint to solving this dilemma. We hope to be able to test the application as a web-based tool next year.

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Christine Wolter-Nagle

Category

Management / Administration

Links

KM Item Type

Technology

Organization   *Policy and Program Coordination*

Inventory   *35*

USAID Development Information Services (DIS)

Description

USAID's Development Information Services (DIS), part of CDIE's knowledge sharing program, provides a broad spectrum of information services to USAID and its development partners. DIS is a "one-stop shop" for accessing the Agency's development knowledge and experience, as well as the experience of other development organizations and academic institutions. We provide research and statistical analysis and library services to support USAID's objectives.

DIS knowledge resources and services include:
- The USAID Library, which makes available a specialized collection of sustainable development literature, as well as timely and relevant print, multimedia, and online resources from government, commercial and academic sources. (http://library.info.usaid.gov).
- The Economic and Social Database (http://cdie.usaid.gov/esdb), a database of current and historical data reflecting the socio-economic trends of developing countries, tailored to the needs of USAID professionals.
- Our specialized subject, sector, and regional research and economic analysts provide value-added knowledge and statistical services, including research and quantitative analysis to support USAID decisionmakers.

Knowledge sharing techniques and tools that we practice include:

- Requests & Responses: a monthly newsletter sent throughout the Agency that highlights some of the responses by DIS staff to requests for research and statistical analysis. Through Requests and Responses, USAID staff and partners learn about DIS products and can request to see the completed work, including products such as lessons learned, syntheses of experience, policy analyses and reports, database searches, economic and social data analyses, tailored information packages and referrals.

- Weekly Report: this report is meant to inform a small group of Agency staff and the entire DIS staff of the status of the services that we provide on a weekly basis. Both completed and ongoing requests are reported. Select information from the weekly report contributes to the contents of the Requests & Responses.

- Development Dialogues: presentations on cutting-edge development topics of interest to the Agency and partners. DIS invites audiences working in specific areas to these one-and-a-half hour presentations and discussions. Recent Development Dialogue topics included Title II food aid, E-commerce, E-governance, and global development issues.

- Question & Answer (Q&A) Sessions: an internal knowledge sharing mechanism, DIS staff gather together once every three weeks to share resources, offer advice and support in responding to customer requests. Notes are shared internally, particularly for those unable to attend the session.

- Virtual Questions & Answers: an internal knowledge sharing mechanism, DIS staff continue the Q&A discussion via e-mail, when quick answers and resources are needed. Virtual Q&As can occur at any time.

- MIS: an internal knowledge sharing mechanism, DIS staff record their requests, how they responded to the requests, the resources they used, and the product that they provided.

- DIS Intranet Site: an internal mechanism for sharing knowledge to help DIS staff in their work. Resources include information for new staff, orientation guidelines, committee meeting notes and staff phone numbers.

- Staff Meetings: an internal knowledge sharing mechanism, DIS holds bi-monthly staff meetings to share the progress of our overall activities. Time is allotted to recognize new staff, staff contributions to knowledge sharing, and kudos from our customers for work that is well done.

- Brown Bag Lunches: an internal knowledge sharing mechanism, brown bag lunches are staff-led trainings with their own colleagues as participants. The training committee developed a survey to find out what training staff need to better serve their clients and to benefit their own professional development. Staff were also asked what skills they have to offer to their colleagues by way of training or brown bag lunches.

- Informal events (monthly birthday parties, holiday parties, special events celebrations to celebrate weddings, births, going-away): another internal knowledge sharing mechanism that fosters discussion among staff and allow for conversations for sharing our expertise.

Organization   *Policy and Program Coordination*
Inventory   *36*

USAID Development Information Services (DIS)

Value Proposition

DIS recognizes that the more everyone knows about current staff activities and priorities, and the more they can communicate with each other about their activities, skills and interests and feel that they can tap into all DIS expertise, the better we'll be able to serve USAID's needs. DIS creates opportunities for staff working in development to learn from each other's knowledge and experience. We foster a culture of collaboration and information sharing.

Results

We attribute much of the long-term success of the services we provide to USAID to our culture of Knowledge Sharing. This culture gives any of our staff, regardless of their level, internal team or specialization, the ability and freedom to tap into the knowledge of all other expertise on the project. This gives DIS the ability to expertly respond to USAID's information/knowledge needs by tapping into the necessary resources and expertise to achieve its objectives.

Issues

At DIS, we will continue to find ways to better serve our clients and keep current in our fields of specialization. We will employ other methods of sharing information both external to the project and within. Other internal mechanisms for knowledge sharing are being researched to foster an informal, sharing environment. Future activities include incentive programs and awards to recognize staff for their contributions.

Contact   *Category*

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Links   *KM Item Type*

Other Knowledge Sharing

Organization   *Policy and Program Coordination*

Inventory   *36*

Early Project Notification (EPN) System

Description

WHAT IS EPN?

The Early Project Notification (EPN) System is a service provided by the Office of Donor Coordination and Outreach in PPC to the Agency and its field missions worldwide. EPN notifies field missions of newly identified multilateral development bank (MDB) projects and facilitates policy dialogue between USAID and the MDBs. The system was first established in 1982.

HOW DOES IT WORK?

Step 1: Notification
PPC/DP notifies relevant missions of newly identified MDB projects in the design stage and offers its assistance to try to address any major issues. No further action is taken unless a response is received from a mission.
Step 2: Missions Identify Project(s) to Track
Mission and/or USAID/W identify any issues raised by the project(s). Projects are tracked from the initial design stage to the final stage before Board consideration.
Step 3: Dialogue
PPC/DP and relevant bureau offices, based on feedback from missions and others, work with the USAID representatives in the U.S. Executive Director's Office at the MDB to address the issues and seek solutions. PPC/DP working with relevant offices will relay information to all involved parties on actions taken.
Step 4: Coordination with USG
USAID coordinates with Treasury, State, and USED offices to relay mission concerns.
Step 5: Board Consideration
USG votes on project(s) as a member of the Board of Governors.

A similar process is used to review World Bank CASs and PRSPs. The PRSP is a country's development plan for reducing poverty. The CAS is the Banks business plan for a country and indicates the level and composition of Bank assistance to the country.

Value Proposition

WHAT ARE THE OBJECTIVES OF EPN?

- Promote USAID Strategic Objectives. EPN ensures that MDB projects support and compliment USAID's strategic objectives and the program goals of our field missions.
- Modify Controversial MDB Projects. The system allows USAID to voice concerns on MDB projects which may have negative environmental or social effects.
- Donor Collaboration. The system helps USAID work more collaboratively with MDBs in the pursuit of common development objectives.

WHO DOES IT SERVE?

- USAID Field Missions. EPN primarily serves USAID missions in the field since MDB projects affect most the work of USAID overseas.
- USAID/Washington. Dissemination of MDB project documents provides bureaus with valuable technical, sector-specific, and development policy information.
- U.S. Government. EPN coordinates with the Treasury, the U.S. Executive Director's offices in each MDB, and other USG agencies in deciding USG positions on MDB projects.

Results

IMPACT/BENEFITS OF EPN:
- Information Source for Missions. EPN provides comprehensive and current information on MDB activities worldwide to field missions.
- Efficient Use of Resources. EPN helps ensure that MDB projects complement rather than duplicate or conflict with mission programs and USAID strategic objectives.
- Promotion of Sustainable Development. EPN allows missions to advise on MDB projects especially if projects are of environmental or social concern. These projects are also listed in a USAID annual report to Congress in accordance

Organization   *Policy and Program Coordination*
Inventory   *37*

Early Project Notification (EPN) System

Issues

PROBLEMS:
- High volume of MDB loans , strategies, and PRSPs to keep up with.
- Difficult to keep missions focused on MDB activities they previously identified for tracking due to other mission priorities and change in staff before MDB loans are finalized.
- ICT problems at USAID that don't allow staff to easily open up PDF files of information from the MDBs.
- Current database of projects identified by missions is not user-friendly.

RESPONSES:
- Try to be systematic and consistent in how collect and disseminate information
- Have a lead person be responsible for overall management and a less senior person providing assistance and backstop.
- Focus on the most important activities
- Keep recipients informed of events in the horizon via schedules, calendars, and weekly reports from the USED's.
- Keep in close contact with desk officers and know who are the sector leaders at the missions.
- Use database as historical record and use Excel to track most recent list of projects.
- Inform AID clients about online resources for information on MDB activities so they are empowered to acquire the knowledge themselves.

POTENTIAL:
- The web is another source for scaling up. Although we have a web page now, it is more static than dynamic.
- AID IT system needs to be improved to enable AID staff to consistently open and print out PDF files with ease.
- If we had more resources, it would be ideal to have IT support in setting up a user-friendly database to track projects.

- More staff to cover the regional MDBs could help in scaling up.

Contact

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Category

Management / Administration

Links

http://www.inside.usaid.gov/PPC/dp/epn.htm

KM Item Type

Other Knowledge Sharing

with section 537 (h) of Public Law 100-202.
- Closer Donor Collaboration. EPN allows USAID missions and MDBs to collaborate in-country and in Washington on development objectives.

Organization   *Policy and Program Coordination*
Inventory   *37*

Economic and Social Database (ESDB)

Description

The Economic and Social Database (ESDB) brings over 4,000 data series from forty-seven sources statistics together into one source and makes them available online to USAID staff. The data are categorized into the following groups: Economic Growth, Trade and Finance, Population and Demographics, Health and Nutrition, Environment Natural Resources and Agriculture, Education and Labor Resources, Democracy and Governance, and Humanitarian Relief.

The Development Information Services (DIS) Statistical Unit regularly updates the database as new data become available.

This activity involves extracting, formatting, converting files into SAS format, and uploading the datasets to the ESDB.

The ESDB contains free and proprietary data. Examples of ESDB sources are the World Development Indicators from the World Bank, Direction of Trade Statistics from the IMF, The PRS Group: International Country Risk Guide, UNCTAD: Foreign Direct Investment (FDI), World Telecommunication Indicators Database, Governance Matters Indicators (World Bank Institute), and International Development Flows from the OECD. ESDB access is limited to USAID Intranet users.

The ESDB is the source of four data sets that are available to the public. The web sites of each of the four sets are described elsewhere in this knowledge inventory. They are:
- U.S. Overseas Loans and Grants (Greenbook) http://qesdb.cdie.org/gbk/index.html
- Trade Capacity Building Database http://qesdb.cdie.org/tcb/index.html
- Global Education Database http://qesdb.cdie.org/ged/index.html

Value Proposition

The ESDB was created to provide a central source of economic and social data pertinent to USAID employees so those users wouldn't have to gather it from multiple sources. The goal is to allow USAID to access economic and social indicators in USAID-assisted countries or regions and across countries and regions. This allows USAID staff to monitor countries and assist them in making policy decisions.

The primary audience is USAID staff. Some Department of State economists have access on a trial basis.

Results

The database is very useful in responding to simple data requests or questions requiring in-depth analysis. For example, it recently allowed the Statistics Unit to conduct a corruption study that examined the relationship between USAID's development assistance funding levels and the extent of corruption in recipient countries.

The online database allows government workers in developing countries to get an idea of how their country compares to other countries in the region.

Issues

The Statistical Unit relies on its own research to identify new statistical resources on developing countries. Users generally do not suggest new resources to the DIS

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Links

http://cdie.usaid.gov/esdb/

KM Item Type

Knowledge Asset

Organization   *Policy and Program Coordination*

Inventory   *38*

Seminar on Water and Conflict Website

Description

PPC/DEI and EGAT jointly built a state-of-the-art website (with contractor support) to promote an upcoming Agencywide Seminar on Water and Conflict. By design (and with LPA support), the site was featured on www.USAID.gov Besides seminar basics (guest speakers affiliations, meeting location, directions to RRB, etc.), the website (www.dec.org/partners/water) provided: (1) advanced reading materials on water and conflict for attendees, (2) speaker highlights such as their prior lectures, recent books and articles, and (3) links to other related water and conflict websites, and a policy statement from the Administrator. The Seminar was video taped, the tapes edited and compressed into video clips (streaming video), full text and all seminar slide shows (e.g., Power Point) featured, and an online post-seminar survey conducted.

Value Proposition

Past CDIE Seminar success were often hit or miss. The website approach advertised the seminar much more broadly, brought interested parties together (e.g., community of practitioners), and better prepared participants on background materials (so that more time could be spent on discussion). The thought was to move from a one-time event (standard seminar format approach) to more of a distance learning approach (to be more cost effective; reach more interested parties) and provide for follow-up activities (post-seminar networking).

Results

Results as follows: (1) The seminar was SRO (standing-room-only), (2) web trends showed relatively high hit rates, (3) many of those who were unable to attend the seminar were referred to the website to see "the presentation" (and reported back how useful it was). The online survey of participants is still underway but responses have been

Issues

When all the data are in and analyzed, this website approach to PPC/CDIE seminars may serve as the future "model" for long distance learning. The current website has been adopted by the USAID Water Team (EGAT) and will become a major part ("tab") of their existing Agency water website. Costs (video taping, captioning, website maintenance, etc.) have not yet fully been analyzed, but this is expected to be one constraint. Replication (other PPC Seminars) is under consideration but too early to know if it will take root. PPC has received considerable positive feedback on the website from both inside and outside the Agency on bringing together a first-rate group of speakers and moving towards more of a knowledge sharing/learning approach.

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Category

Conflict

Links

http://www.dec.org/partners/water

KM Item Type

Other Knowledge Sharing

Organization   Policy and Program Coordination

Inventory   41

PPC/CDIE/Development Experience Clearinghouse

Description

DEC.org Public Web Site
I re-designed the public Web site of http://www.dec.org that provides access to our DEXS (Development Experience System) database of over 115,000 USAID reports. This was done through a variety of search options and dynamic dissemination of recently submitted materials from USAID Contractors and personnel. Reports can be accessed by sector and country.

Value Proposition

All of these vehicles (DEC.org Web Site, DEC Express, DEXS Bar) were designed to achieve three goals:
A) Provide awareness of USAID and DEC services
B) Provide improved dissemination and accessibility of USAID reports
C) Increase the number document/report submissions to USAID DEC.

These vehicles were targeted at USAID Contractors, USAID Personnel, International Development community, universities, and the general public.

Results

Results with regards to the three goals stated under #2 (awareness, dissemination, document/report submissions) have been:

- The number of visitors and hits each month to the site has increased by over 500% and continues to increase.
- The number of report submissions to the DEC has significantly increased.

Issues

Current and future initiatives will require two components in order to be 'successful':

A) Participation of USAID personnel and contractors
B) Added financial, technical, and human resources to support the added participation of USAID personnel and contractors.

Contact   ## Category

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Links   ## KM Item Type

http://www.dec.org   Knowledge Asset

Organization   *Policy and Program Coordination*
Inventory   *43*

Question & Answer (Q&A)

Description

The Question & Answer (Q&A) is an informal meeting of DIS researchers that takes place approximately every three weeks. All DIS staff is invited to the Q&A. The format of the Q&A is to proceed around the table allowing each researcher to describe a request with which he/she needs assistance. The researcher describes the request and the client's purpose for the information requested, highlighting specific areas where they are having trouble finding resources and materials. The concept behind the Q&A is to solicit ideas and tips from fellow researchers, such as sources of data and literature, weblinks, organizations, and other information, that may help in answering the request on the table.

When a researcher is unable to attend a Q&A session, or he/she receives a new request in between meetings, he/she is encouraged to send a "Virtual Q&A" by email to DIS staff. After receiving various replies, the researcher summarizes

Value Proposition

The rationale behind the Q&A is to tap the extensive resources available among staff that are not readily available otherwise. The Q&A is successful because it is an informal discussion forum that prompts researchers to recall previous work and experience and share that knowledge with other staff.

Results

After each Q&A meeting, the rapporteur emails to all DIS staff a complete listing of the questions and answers that were generated, including the article and book titles, websites and organization names that were mentioned. All staff benefit in this way, as they can refer to the resources in the notes as needed in the future. The researchers who originally ask the questions benefit greatly, as they are able to use the resources to provide a more thorough response in their current research.

Issues

In the future, all Q&A meeting notes will go on the project Intranet, allowing easier access by staff. The Q&A is operated by staff on a voluntary basis, therefore the only constraint is that of time. Attendance may be low when researchers have heavy workloads and meeting schedules. There are no anticipated changes to the format.

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Category

Management / Administration

Links

KM Item Type

Other Knowledge Sharing

Organization *Policy and Program Coordination*
Inventory   *44*

SOL

Description

SOL is a relational database based on Microsoft Access '97. It was implemented in 1991. This database serves as a management information system used by USAID DIS staff to enter, view, and track all research and other request work, within established guidelines. For each request, users enter information about the dates the request was received and completed; the name of the requester and his/her organizational information; a description of the request; a description of the response to the request; and information about the type of product provided (memo, bibliography, desk study, etc.) including an attachment of the product file.

Value Proposition

SOL allows the DIS project to keep an historical record of all request work. The records are used for management purposes, such as periodically counting the number of requests handled and the hours spent on behalf of specific clients. This type of accounting capability is required per the DIS contract with USAID.

Results

Staff use SOL to record and file final research products in one location. Staff can also search the SOL database to identify work done by other researchers on a given topic and view the process, sources used, and final product. In this way, SOL allows research staff to share knowledge and resources.

Managers also benefit from SOL in that they can refer to the database at any time to monitor researchers' progress. This is an essential tool in managing staff and team workloads. Managers can also view final products in SOL as the database provides the means by which product files can be organized in one location.

Issues

A new MIS is currently being installed and implemented by the project. SOL will become an archive of past R&RS/DIS research. It is anticipated that the new MIS will expand the range of users beyond just researchers to all DIS staff, and that it will allow management to more accurately count request work and hours.

Contact

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Category

Management / Administration

Links

http://199.75.20.213/tsp/

KM Item Type

Knowledge Asset

Organization *Policy and Program Coordination*

Inventory *45*

U.S. Overseas Loans & Grants database/hardcopy

Description

The U.S. Overseas Loan and Grants report is a record of the level of assistance the U.S. Government has provided to foreign countries from 1946 to the present; the data are disaggrigated by type of assistance (e.g. economic or military). The report's unofficial name is The Greenbook. USAID issues a bound copy of the report. DIS maintains a web site of Greenbook data. The website is available to the public.

From the online database the user can obtain time-series data sets in HTML, Excel spreadsheets, or Word tables. From this website the user can also obtain information on ordering the publication as well as download the book in pdf

Value Proposition

The annual report is a reporting requirement for USAID to the U.S. Congress.

Results

USAID staff, academic researchers and the general public reference the database, subsequent publication and online report. The report is the official source of U.S. assistance to foreign countries. It is one of the most popular USAID publications.

Issues

Compilation of the grant and loan data is complicated by the widespread emergence of overseas granting and lending operations of U.S. government entities.

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Links

http://qesdb.cdie.org/gbk/index.html

KM Item Type

Knowledge Asset

Organization   *Policy and Program Coordination*
Inventory   *46*

USAID Library

Description

The USAID Library has always been committed to knowledge sharing and makes available a number of tools to provide easy access to information. The knowledge management systems utilized by the Library include electronic databases and journals, an online library catalog and an email list detailing new acquisitions. In addition, the Library maintains a Historical Collection of USAID print documents.

Electronic resources available through the library include:

- A searchable index to the publications in the USAID Library is available as an online catalog. Library materials may be borrowed by Agency staff and partners worldwide. The catalog is accessible via the Intranet http://cdie.usaid.gov/library/ or the Internet http://library.info.usaid.gov/.

- Through its web site, a part of the USAID Intranet, the library has created access to electronic versions of many of its serial holdings.

- The Library subscribes to a variety of online commercial databases to provide the Agency with information from newspapers and journals, the Internet and other electronic services. Some databases are accessible for Agency staff to search directly.   The databases include Lexis-Nexis, FirstSearch, Gale, Factiva, CIAO (Columbia International Affairs Online), Ingenta, Dialog and Dun & Bradstreet. Through these services, information is available on such topics as international affairs, news, companies and businesses and associations.

The library offers the following services to assist USAID staff in utilizing information resources:

- To support the information needs of Agency staff, the Library may be contacted for reference and research assistance by email at cdie_info@usaid.gov.

- The Library's skilled reference staff will search any appropriate database from the above mentioned list, or assist USAID staff in formulating search queries.

- Library staff train individual USAID employees in database use and general resource discovery. When appropriate, Library staff coordinate larger training sessions.

- Upon request, Library staff will set up 'News Alert' searches using current news databases.

- The Library continuously acquires new publications to assist Agency staff in keeping abreast of current research. To inform Agency staff of the latest acquisitions, New This Month, an email list, is distributed monthly to all who choose to subscribe to the list. Subscription instructions are found at the internal library web site.

Understanding that not all information resources are available in electronic form, the library offers:

- An extensive collection of materials (over 10,000 monographs and serials) focusing on international development assistance worldwide.

- A unique collection of print USAID historical documents available for research in the Library. This collection consists of AID Handbooks, Congressional Presentations, USAID sponsored periodicals, USAID Staffing Patterns and Telephone Books, Annual Budget Submissions, Green Books (U.S. Overseas Loans and Grants, Obligations and Loan Authorizations), Yellow Books (USAID Contracts, Grants and Cooperative Agreements with Firms, Non-Profit Institutions and Universities) and Financial Reports. Many of these documents are available only in the Library.

- An Interlibrary Loan (ILL) service to obtain materials that are not available in the USAID Library collection. Through ILL, staff can borrow books or obtain journal articles from other libraries and information centers throughout the world.

In addition, the Library staff are involved in several special projects:

- Online Database Pilot. Library staff have directed and actively participated in a pilot project to bring electronic information resources directly to the desktops of USAID staff.

- CDIE Online Taxonomy. In collaboration with DIS researchers, library staff developed a taxonomy or 'hierarchical subject directory' to assist in the retrieval of documents from DEC databases.

Organization   *Policy and Program Coordination*

Inventory   *47*

USAID Library

- Requests & Responses. The library is an integral part of the team that produces Requests & Responses, a monthly newsletter that highlights information requests from USAID/Washington and the field. It is available electronically at http://cdie.usaid.gov/dis/reqres.

Value Proposition

As an information provider, the USAID Library is always seeking the most efficient ways to share knowledge. Electronic access to indexes and full text articles and documents utilizes the most current technology to fulfill these knowledge sharing goals. The online library catalog shares the listing of the USAID Library's renowned collection of materials in international development assistance worldwide with all who have Internet access.

Results

Agency staff and partners are now able to contact the Library electronically and receive articles and documents more quickly than in the past, frequently in electronic format. Library staff are able to respond more efficiently to requests for assistance. The online library catalog, available worldwide through the internet and intranet, gives Agency staff at Headquarters and in the Missions the ability to determine online what publications are in the Library. Mission staff can then send an email to the Library requesting to borrow materials. New This Month keeps readers up-to-date with additions to the Library collection. In addition to USAID staff and partners, researchers at universities and other institutions can learn of the latest publications in the specializations of USAID in sustainable development.

Issues

USAID Library staff are always looking for the best cutting edge technologies and techniques to locate and provide information. While some databases are currently available for direct searching by USAID staff, many are only available through the Library. Library staff are looking at options for increased desktop access to databases by USAID staff, including increased access to electronic journals.

Contact   *Category*

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Links   *KM Item Type*

http://library.info.usaid.gov/   Knowledge Asset

http://cdie.usaid.gov/library/

Organization   *Policy and Program Coordination*
Inventory   *47*

Development Experience Clearinghouse - CDIE Online

Description

CDIE Online provides USAID intranet users with one-stop access to a wide variety of CDIE services and information resources. The work of a long-standing team of USAID direct hires and staff from two major contracts, CDIE Online has been redesigned as a development information portal. The site provides access to a number of comprehensive legacy data systems, including the Development Experience System (USAID documents), the Economic and Social Database (development statistics) and the Annual Report database (performance information from Annual Report documentation). In addition, the site serves as an umbrella for several topic-area based collaborative workspaces, the Evalweb site (for CDIE's evaluation section) and the Muslim World Initiative site (for PPC's special task force on Muslim outreach). Each of these efforts innovatively combine collaboration tools with relevant data from the DEXS and

Value Proposition

CDIE Online has become CDIE's main avenue for disseminating development information to Agency users. As such, it provides value to CDIE and USAID in the following ways:
-- enables cost effective dissemination of electronic documents
-- provides centralized and coordinated access to CDIE's many services
-- leverages the investment in time and money the Agency has in legacy databases
-- makes USAID's development experience more relevant and accessible

Results

Document dissemination, high database availability, and online performance reporting are only a few of the ways CDIE Online has significantly changed the way CDIE does business. Nearly every part of CDIE benefits from the services provided by CDIE Online.

Issues

The main work of the CDIE Online redesign has been to create a consistent approach to content that will make the site deeper, richer, and better able to meet specific user requirements. CDIE Online has been built using a series of modular components that make scaling up the website to meet new demands relatively easy. We plan to continue rolling out additional features, aimed at making the content more relevant and useful to our users in their daily work.

Contact

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Category

PHN

Links

http://cdie.usaid.gov

KM Item Type

Knowledge Asset

Organization   Policy and Program Coordination
Inventory   88

Development Experience Clearinghouse - DEC Express

Description

DEC Express is a bi-weekly electronic publication that promotes the use of USAID development experience within USAID and its development partners by providing regular email notification of recent additions to the Development Experience system (DEXS) database. Each issue of the Express is divided by sector and includes a short citation of each document and a direct link to the PDF version (when available).

Value Proposition

DEC Express was developed to 1) increase the availability and relevance of USAID development experience to development partners and USAID staff by emailing lists of new additions to the DEXS directly to subscribers; 2) improve the completeness of the DEXS by encouraging subscribers to contribute new documents to the DEXS; and 3) improve communication and raise the profile of the DEXS and the Development Experiencne Clearinghouse among the partner community.

Results

The Express has been a remarkable success. With over 3,000 subscribers, the Express is one of the primary dissemination tools available to CDIE. The Express subscriber database contains hard contact information for partners who have explicitly stated interest in USAID documents from particular sectors; the Express has directly accounted for hundreds of thousands of document downloads over its history; document submissions and relations with USAID contractors who feed the DEXS have markedly improved.

Issues

The express is largely self-maintaining. Future developments will include reorganizing the sectors according the the emerging USAID taxonomy and developing individual lists for specific sector areas.

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Category

PHN

Links

http://www.dec.org/addtolist.cfm

KM Item Type

Knowledge Asset

Organization   *Policy and Program Coordination*

Inventory   *89*

Development Experience Clearinghouse Website

Description

The DEC website is a publically available site that promotes the dissemination of USAID documentation and facilitates the submission of the USAID funded documents for inclusion in the Development Experience Database (DEXS). The DEC site makes a wide variety of DEXS search tools available to the public, provides access to about 13,000 electronic versions of Agency reports, and provides guidance to USAID contractors on how to submit documents to the DEC to support ADS requirements. The DEC site also hosts DEC Express, a biweekly electronic publication that announces new additions to the DEXS, and tools that allow contractors to submit USAID reports to

Value Proposition

The DEC site was developed as a public gateway to USAID documentation. Its first aim to to provide public access to the DEXS. It has since evolved into a critical Agency information resource, providing a centralized point of document distribution for many USAID offices. In fact, the DEC site's search engine is included as part of the basic design template for the USAID external site.

Results

USAID has benefited by greatly increased dissemination of their documents to the public, and reduced costs as other Agency sites use the DEC site as a resource (rather than posting documents themselves). The public benefits from a comprehesive selection of USAID documentation.

Issues

The future of the DEC site lies in improving the quality of the search engine, especially in regards to making the content of the DEXS more relevant and easier to use for our audience. DEC development is following a parallel track with that of CDIE Online, which means that it will enherit many of the same kinds of user-based, KM features planned for CDIE Online.

Contact

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Category

PHN

Links

http://www.dec.org

KM Item Type

Technology

Organization   *Policy and Program Coordination*
Inventory   *90*

RFNET

Description

RFNET is a listproc email list developed to support the Agency's reengineering and reform efforts in 1996. It was initially approved and funded by the Africa Bureau through AFR/SD, and in 1998 was transferred to PPC, which still manages the list. It has approximately 300 members, including representatives at most field missions. In addition, over 40% of the members are drawn from AID's partners, including contractors and NGOs, as well as other donors.

Given experience with email lists in support of the Africa Bureau's Natural Resource program, it was recommended to the Deputy Assistant Administrator that an informal list be set up to promote informal dialogue. From the beginning the emphasis was on informal dialogue; AFR/SD moderated the site, as well as provided quarterly summaries of dialogue through the services of a consultant.

Value Proposition

As a member of the Agency Reengineering Team and the Africa Bureau Implementation Team, it became clear to Tony Pryor that there were little informal channels of information between AID/W and the field, and between those involved with defining reforms and those ultimately responsible for implementing them. Many felt that more formal pronouncements and meetings might provide a degree of authority, but it drastically disempowered field staff, and significantly reduced the amount of information and suggestions flowing back to the reform effort.

Pryor was also one of two Agency "Subject Matter Experts" for the Results Framework concept, and as such was exchanging considerable information and best practices with field programs, but needed a better, faster and more informal way to carry out this function.

Results

RFNET was initially designed to support a dialogue on results frameworks, but this expanded over time to include not only all elements of the reform process embodies in ADE 200-203 but a wide range of management issues affecting AID. Through this email list, significant skills were passed between USAID staff, lessons learned were shared between the field and AID /W, and between AID and its partners. In addition, some of the tension inherent in any reform situation was dissipated.

These benefits would not have been achieved as readily through a more formal system. For a core of subscribers, RFNET helped to create and active and long-lasting community of practice, effectively cutting across divisional and disciplinary lines, and between AID and its partners.

It was also discovered that the true impact of RFNET was hard to gauge; of the 300 members, only 30 or so participated in the dialogue, but the "lurker" impact has been significant. A number of missions passed RFNET around regularly to all staff, and several NEPs have commented on the impact the dialogues had in "demystifying" AID. It was mentioned regularly by participants during the ADS training courses in 2000 and 2001, and clearly had an impact far beyond its subscriber list.

Issues

The limitations inherent in the use of an email list however affected the ability of RFNET to have lasting impact, since the dialogue was only synthesized in a rudimentary, and labor-intensive way. In addition, the informality of the list created one difficulty, how could the list resolve issues of policy that might arise during RFNET discussions. The move of Pryor to PPC and the team involved with revising the ADS helped, but was not sufficient.

AFR and PPC explored a number of solutions, including the setting up of a web site. (See rfnet.org, which provided a passive venue for archiving important exchanges, but this required the use of a consultant to prepare the syntheses and manually copy/convert the emails onto the website.). Eventually, however, it was decided to move RFNET away from an email list to a more interactive web-based product, leading to the development of WebOPS and then USAIDResults (see other write-up). However, it was found that many subscribers did not want to move to a web site for threaded discussions, so as of this moment RFNET as an email list has not yet been halted.

Key lesson taken from RFNET include the necessity to have a clear manager with time allocated to mange, moderate and summarie the site's contents. This also implies someone that is NOT an IT specialist but rather a subject matter expert.

Organization   *Policy and Program Coordination*
Inventory   *115*

RFNET

Contact

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Tony Pryor   tpryor@irgltd.com

Category

Management / Administration

Links

http://www.rfnet.org/

http://www.usaidresults.org/

KM Item Type

Other Knowledge Sharing

Organization *Policy and Program Coordination*
Inventory   *115*

USAIDResults

Description

USAIDResults is a web-based knowledge system that supports the revision of the ADS 200 series. It as designed in part to take the place of RFNET's email list, but it also provides an ability to have experts groups and other subgroups co-located on the same web site. It is driven by Lotus Domino, and uses templates developed by the US Army in support of the Joints Chiefs' Knowledge Today knowledge management program. Pricewaterhouse provides the operational support; all Army templates were provided gratis to PPC.

Site is housed off-site on a server at PWC/IBM offices.

Value Proposition

In revising the Agency's policies and procedures related to the planning and implementation of program funds (ADS 200 Series) it was clear that an informal chat facility such as RFNET was limited; using RFNET to proclaim formal policy decisions, essentially to be a formal voice of the revision process, would detract from its informality and openness. Plus the email list did not offer an easy way to archive discussions, to provide security for policy discussions among senior AID staff, and provide approved guidance.

In 1998, an effort was made to identify another approach that would provide such flexibility. PPC staff visited the US Army and its Knowledge Today system, a Domino-based KM system supporting the Atlantic Command's Strategic Planning team. It was decided to experiment with such a system, as a vehicle for supporting the Agency ADS revision process.

It provides a space both for informal discussions and for a secure environment for the review, negotiation and final approval of official Agency operations policy.

Results

Heavily used during ADS revisions; used to flag areas for review and revision. Best practices are presented on the site. It is still the primary vehicle for Agency staff to request clarification or revisions to Agency policy.

Issues

While the system works well, there was a perceived high cost of maintenance, and updates to templates were deemed to be prohibitive. While the USAIDResults site uses a portion of the functionality of the original Army site, it has only a fraction of that site's flexibility. Still, it meets a clearly defined need, and provides a venue for formulating and vetting revisions and changes to Agency policy, which requires a level of informality, security and authoritativeness not found in a normal email list or e-forum.

Contact

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Category

Management / Administration

Links

http://www.usaidresults.org

KM Item Type

Other Knowledge Sharing

Organization   *Policy and Program Coordination*

Inventory   *116*

Working for a Sustainable World

Description

A team of three contractors worked with USAID to report on the sustainable development initiatives supported by the U.S. Government, for the World Summit on Sustainable Development in Johannesburg, South Africa, August 2003.

More than 400 sustainable development initiatives managed by 22 U.S. Government agencies are represented in a full report, a summary report, a CD-ROM, a web site and an online searchable database of the more than 400 initiatives. The full report is approximately 75 pages long. The summary report is approximately 20 pages long, and includes a CD-ROM with both reports, introductory remarks by President George W. Bush and Secretary of State Colin Powell, a compendium of survey responses, a link to the web site and online searchable version of the database, and annexes. The web site provides access to the full and summary reports, the introductory remarks, the compendium, the searchable database and the annexes. The web site address is: http://www.dec.org/partners/wssd/.

Value Proposition

USAID was asked to produce the U.S. Government's report for the World Summit on Sustainable Development. As contractors, we were asked by USAID to perform the research and present the results in hard copy reports and a CD_ROM to be distributed at the Summit, in a searchable database available on the Internet, and to make the reports available on the Internet.

Results

The summary report and CD-ROM were distributed to delegates, members of the press, and the public at the Summit. The full report was distributed to U.S. delegates and USAID representatives to the Summit. The web site, database and reports continue to be available to the public. These products contribute to a greater understanding of the U.S. Government's initiatives in sustainable development.

Issues

The hard copy reports are being distributed, as requested. The web site and database are live for use by the public. This was a one-time effort for the World Summit on Sustainable Development. There are no current plans for updates.

Contact

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Category

Cross Sectoral

Links

http://www.dec.org/partners/wssd/

KM Item Type

Other Knowledge Sharing

Organization   *Policy and Program Coordination*

Inventory   *122*

EvalWeb

Description

EvalWeb: USAID's web site for the evaluation community

PPC/ESPA created EvalWeb as a central resource for evaluation practitioners as well as those generally interested in evaluation and program assessment. The impetus for this site was the huge decline in evaluations and assessments submitted to USAID's document repository, the Development Experience Clearinghouse. The numbers fell from 464 in 1993 to 100 in 2002. To improve USAID's design of programs and policies, the Agency must do a better job of capturing and learning from experience.

Evaluations should be done only when there is a specific management need to address an issue. Documents destined for the bookcase need not apply. However, there is no doubt that useful lessons can be learned from well crafted studies. EvalWeb was created to facilitate the sharing of knowledge via the production and dissemination of quality evaluations. The site contains tools and resources such as the ADS requirements, training courses, definitions, and examples of scopes of work, as well as answers to practical questions such as How do I prepare and evaluation outline? and Where can I find information about evaluation methodology?

Included in EvalWeb are special email lists to facilitate discussion and to share information. The EvalWeb listservs are designed to keep USAID and its partners informed of developments in evaluation. The listservs are moderated by ESPA evaluation coordinators who invite contributions in the following areas: studies and "lessons learned," resources, and new projects. The mailing list is open to anyone interested in evaluation and how it relates to the Agency's program.

EvalWeb is an expanded effort from the site as rolled out in the USAID Knowledge Fair in December 2002. The initial version of EvalWeb was limited in scope to three topic areas in the evaluation agenda: poverty reduction, international media assistance, and trade capacity building. The site includes these areas under evaluation topics, but spans beyond PPC evaluations and includes other Bureau and Regional evaluations.

The Knowledge Sharing Team at USAID Development Information Services is providing strategy and web development assistance. The Development Experience Clearinghouse and Legislative and Public Affairs are collaborating with DIS on the migration from the internal USAID site to the external web site. Internet Data Services provides technical support for the Listservs and future WebBoard.

Value Proposition

The motivation for EvalWeb was to create a central resource or "One-Stop Shop" for evaluation information. USAID wants to produce quality evaluations to begin with, and EvalWeb is the means to provide the tools and resources to evaluations officers and advisors so that they have what they need in order to do good evaluations. EvalWeb is meant to encourage input, discussion, and collaboration among the evaluation community inside and outside of USAID.

Results

EvalWeb as initially launched was a tool that was limited in scope and therefore limited in use. The expansion of EvalWeb began in May, 2003 and the site continues to be redesigned. In July, 2003 PPC/ESPA presented the redesigned EvalWeb to PPC/DEI staff, PPC/ESPA staff, and a few evaluation officers in the Pillar and Regional Bureaus. Since then, USAID staff are slowly contributing their contact information and biographical data. The goal is that site will be used widely in Washington and in the field.

Issues

The challenge is to keep the site dynamic and useful. The WebBoard option will need moderation to provide stimulating discussion and quality control for the information that will be posted. This will add value to the site. If the discussions become overwhelming or require an extended amount of time to moderate, additional resources may be necessary to moderate so that this value is not compromised.

Other challenges include making sure that the site is up-to-date in the areas of staff turnover, planned evaluations, recently completed evaluations, and upcoming training or events and marketing and outreach of EvalWeb so that staff is aware that the site exists.

Organization *Policy and Program Coordination*
Inventory   *128*

EvalWeb

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Category

202-712-0094   Cross Sectoral

Links

http://cdie.usaid.gov/evalweb/

KM Item Type

Community of Practice

Organization   *Policy and Program Coordination*

Inventory   *128*

CDIE_OnlineTaxonomy

Description

The USAID Library has always been committed to knowledge sharing and makes available a number of tools to provide easy access to information. In collaboration with DIS researchers, library staff developed a taxonomy or 'hierarchical subject directory' to assist in the retrieval of documents from DEC databases.

The CDIE_Online taxonomy is a subject hierarchy based on sixteen major categories that cover the core areas as well as current interests of the agency. The structure presents the terms in context, which helps users limit their search scope and reduce the amount of irrelevant documents returned.

The result is a subject tree that is easy to navigate so the users can quickly retrieve relevant documents on specific topics. The taxonomy will appear as the 'Search by Topic' option on the CDIE Online web site.

Value Proposition

As a key knowledge resource for USAID, the USAID Library is always seeking the most efficient ways to share knowledge. This taxonomy will allow users to quickly access USAID documents relevant to current topics, as well as core research areas of interest to the Agency.

Results

Agency staff and partners can learn more about USAID work in sustainable development. This creates opportunities for collaboration among Agency staff and partners.

Issues

USAID Library staff are always looking for ways to assist the agency in providing Agency staff quick and easy access to documents relevant to their work. The taxonomy will be demonstrated at the 2003 USAID Knowledge Management Fair. It is planned that the taxonomy will be used to search multiple USAID databases.

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Category

Information Communication Technology

Links

http://cdie.usaid.gov/library/

http://library.info.usaid.gov/

KM Item Type

Technology

Organization   *Policy and Program Coordination*

Inventory   *168*

USAID Library: Database Search Services

Description

The USAID Library has always been committed to knowledge sharing and makes available a number of tools to provide easy access to information. The Library subscribes to a variety of online commercial databases to provide the Agency with information from newspapers and journals, the Internet and other electronic services. Some databases are accessible for Agency staff to search directly. The databases include Lexis-Nexis, FirstSearch, Gale, Factiva, CIAO (Columbia International Affairs Online), Ingenta, Dialog and Dun & Bradstreet. Through these services, information is available on such topics as international affairs, news, companies and businesses and associations.

The library offers the following services to assist USAID staff in utilizing information resources:

- To support the information needs of Agency staff, the Library may be contacted for database searching and research assistance by email at cdie_info@usaid.gov.

- The Library's skilled reference staff will search any appropriate database from the above mentioned list, or assist USAID staff in formulating search queries.

- Library staff train individual USAID employees in database use and general resource discovery. When appropriate, Library staff coordinate larger training sessions.

- Upon request, Library staff will set up 'News Alert' searches using current news databases.

Value Proposition

As an information provider, the USAID Library is always seeking to provide the resources needed by Agency staff as they work towards the Agency's strategic objectives.

Results

Agency staff and partners are now able to contact the Library electronically and receive database search results plus articles and documents more quickly than in the past, frequently in electronic format. Library staff are able to respond more efficiently to requests for assistance.

Issues

USAID Library staff are always looking for the best cutting edge technologies and techniques to locate and provide information. While some databases are currently available for direct searching by USAID staff, many are only available through the Library. Library staff have also directed and actively participated in a pilot project to bring electronic information resources directly to the desktops of USAID staff.

Contact

		Category
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Links

http://cdie.usaid.gov/library/

http://library.info.usaid.gov/

KM Item Type

Electronic Information
Resources

Organization   *Policy and Program Coordination*

Inventory   *169*

USAID Library: Electronic Journal Access

Description

The USAID Library has always been committed to knowledge sharing and makes available a number of tools to provide easy access to information. Through its web site, a part of the USAID Intranet, the library has created access to electronic versions of many of its serial holdings. Available electronic journals cover a wide variety of topics including health, education, humanitarian assistance, economics and environment. Agency staff are encouraged to look through this resource at http://cdie.usaid.gov/library/resources/journals/. Library staff also train individual USAID employees in accessing electronic journals as well as database use and general resource discovery. When appropriate, Library staff coordinate larger training sessions.

Value Proposition

As an information provider, the USAID Library is always seeking the most efficient ways to share knowledge. Providing easy access to full text articles allows Agency staff to keep up to date on the latest issues related to their work.

Results

Agency staff can now directly access electronic versions of select journals from their desktop. Electronic access to full text articles and documents utilizes the most current technology to fulfill knowledge sharing goals.

Issues

USAID Library staff are always looking for the best cutting edge technologies and techniques to locate and provide information. Library staff are looking at options for increased desktop access to information by USAID staff, including improved access to more electronic journals. Suggestions for additions to the library's electronic journals collection are always welcome.

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Category

(see above)

Links

http://cdie.usaid.gov/library/

http://library.info.usaid.gov/

KM Item Type

Electronic Information Resources

Organization   *Policy and Program Coordination*

Inventory   *170*

USAID Library:Online Catalog

Description

A searchable index to the publications in the USAID Library is available as an online catalog. This collection of materials (over 10,000 monographs and serials) focuses on international development assistance worldwide. The collection is continually being developed in direct response to the needs and requests of USAID staff. Library materials may be borrowed by Agency staff and partners worldwide. The catalog is accessible via the Intranet http://cdie.usaid.gov/library/ or the Internet http://library.info.usaid.gov/.

The Library continuously acquires new publications to assist Agency staff in keeping abreast of current research. To inform Agency staff of the latest acquisitions, New This Month, an email list, is distributed monthly to all who choose to subscribe to the list. Subscription instructions are found at the internal library web site.

For materials that are not available in the USAID Library collection, USAID personnel and Agency contractors may use the library's Interlibrary Loan (ILL) service. Through ILL, staff can borrow books or obtain journal articles from other libraries and information centers throughout the world.

Value Proposition

As an information provider, the USAID Library is always seeking the most efficient ways to share knowledge. The online library catalog shares the listing of the USAID Library's renowned collection of materials in international development assistance worldwide with all who have Internet access.

Results

The online library catalog, available worldwide through the internet and intranet, gives Agency staff at Headquarters and in the Missions the ability to determine online what publications are in the Library. Mission staff can then send an email to the Library requesting to borrow materials. New This Month keeps readers up-to-date with additions to the Library collection. In addition to USAID staff and partners, researchers at universities and other institutions can learn of the latest publications in the specializations of USAID in sustainable development.

Issues

USAID Library staff are always looking for the best cutting edge technologies and techniques to locate and provide information. In the future, the library will focus on creating catalog access to international development-related documents available on the World Wide Web.

Contact   *Category*

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Links   *KM Item Type*

http://cdie.usaid.gov/library/   Electronic Information
                                                         Resources

http://library.info.usaid.gov/

Organization   *Policy and Program Coordination*
Inventory   *171*

Muslim World Initiative (MWI) knowledge portal

Description

The Muslim World Initiative (MWI) knowledge portal is sponsored by PPC. USAID professionals with an interest in development in the Muslim world contribute articles, opinion pieces, conference notes, website links and other information materials to an internal website. The website was developed in Spring 2003 with the assistance of DIS - which is responsible for its content, and DEC - which is responsible for the site's design and maintenance. Users of the site can access area-specific and sector specific information from both USAID and non-USAID resources on the Muslim world.

The knowledge portal is a tool available for USAID staff working to develop strategies promoting moderation in Muslim countries where Islamic extremism and anti-Americanism is building.

Value Proposition

The MWI portal serves as a source of information sharing for development professionals responding to policy development needs indentified by the Muslim World Initiative.

The primary objective of the Muslim World Initiative is the support of moderate and modernizing forces, empowerment of women, and political, economic and educational reform in the Muslim world.

As envisioned by PPC, the MWI has a number of general principles:

- Responding to the gaps in "freedom, knowledge and opportunity" reflected in the Middle East Partnership Initiative and the UNDP's Arab Human Development Report.

- Create the foundation for a long-term, U.S. led "partnership for progress" program in the Muslim world.

- Be indicative of American values and concern.

- Be "demand driven," by responding to local values and priorities.

- Provide immediate improvements in the lives of vulnerable citizens.

- Distinguish between countries that are already radicalized and those that are not.

- Be sensitized to regional and country-specific contexts.

- Adjust US Government "footprint" according to the intervention.

Results

The knowledge portal currently has around 1,400 items contributed primarily by PPC staff. Information available includes not only USAID and non-USAID information, but links to hundreds of websites relevant to the Muslim world.

Information on the site is available to USAID professionals in Washington working on MWI-related strategies, as well as to Mission personnel working to develop country-specific strategies reflecting the special circumstances of the Muslim world.

Issues

Currently, DIS continues to add material to the MWI knowledge portal site on a regular basis. However, plans to install a policy community "bulletin board" and a key-word search engine require DEC involvement and have not yet been implemented.

Organization   *Policy and Program Coordination*
Inventory   *172*

Muslim World Initiative (MWI) knowledge portal

Contact

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Category

Cross Sectoral

Links

http://cdie.usaid.gov/mwo/

KM Item Type

Portal

Organization   *Policy and Program Coordination*

Inventory   *172*

OnLine Presidential Initiative Network (OPIN)

Description

The Online Presidential Initiative Network (OPIN) was developed to provide an easy-to-use web-based system created by the U.S. Agency for International Development to monitor the progress of the Presidential Initiatives related to sustainable development. Most of these initiatives have been announced recently and are being implemented in the field.

OPIN is administered by USAID in collaboration with other U.S. Government agencies that are implementing the initiatives. Information on the funds obligated and activities taking place are reported for each participating country or USAID operating unit.

While OPIN is primarily a data collection and information tracking system, its effectiveness relies on communications and knowledge sharing among participating partners, Initiative "Owners," and field and operating unit "Responders." The OPIN team, managed by USAID's Bureau for Policy and Program Coordination with additional membership from other regional bureaus, ensures that this dialogue takes place.

Value Proposition

"The only standard worth setting and meeting is the standard of results."
(George W. Bush, May 21, 2002)

A Presidential Initiative is an executive commitment to activities aimed at improving the quality of life for people worldwide. Each Initiative is proposed by the President of the United States to complement activities carried out by U.S. Government agencies or other representatives of the U.S. Government. OPIN addresses those Presidential Initiatives that explicitly relate to international development issues. OPIN provides a central place for the USAID Administrator and the President to track progress on the participating initiatives.

Results

OPIN began collecting data in April 2003. The system is used by Initiative "Owners," "Responders" in the field and operating units, the USAID Administrator, and the White House to track accomplishments achieved in sustainable development through activities undertaken under each participating Presidential Initiative.

OPIN collects data on obligations, overall outputs, and results for each Presidential Initiative from USAID headquarters and field staff around the world. Working closest to where the activities take place, OPIN "Responders" include representatives from field missions, Washington, DC offices of USAID, and technical or management staff from the partner agencies working with USAID to implement the initiatives.

While OPIN was not intended to be a complete monitoring and evaluation tool, the information tracked complements performance-related data and information collected through other more comprehensive monitoring and evaluation systems. During each reporting period, field and operating unit "Responders" are asked to provide links to an initiative's performance measurement system and attach success stories, lessons learned, photographs, video clips, and other information that supplements reporting against the OPIN indicators. As of September 2003, OPIN is finishing its first reporting year. Beginning in April 2004, OPIN expects to refine its tracking capabilities e stories to tell in the coming year.

Issues

Initially designed as a quarterly tracking system, OPIN collected data for the last three quarters of 2003. Feedback from some missions and operating units indicated challenges in collecting data and reporting this frequently.
Commencing in April 2004, OPIN will move to a bi-annual reporting system. Other systems modifications are expected in early 2004, to allow representatives from participating initiatives to better collect on data, track progress, and supply information to Agency decision makers. OPIN is receiving increased visibility within USAID and through dialogue with other US Government agencies partnering with us in carrying out the technical work of these Presidential Initiatives.

As OPIN matures, the team holds regular meetings and discussion sessions with Initiative "Owners," representatives from the field and operating units, and senior management. This helps ensure that approaches to data collection and reporting are talked about, refined, and shared, and that planned or existing systems improvements are informed by ongoing learning. A simple-to-use tracking system, OPIN can expand the list of participating initiatives as new ones are announced.

Organization   *Policy and Program Coordination*
Inventory   *190*

OnLine Presidential Initiative Network (OPIN)

Contact

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Category

Management / Administration

Links

http://www.usaid.gov/about_usaid/presidential_initiative/

KM Item Type

Management Tool

Organization   *Policy and Program Coordination*

Inventory   *190*

Online Dataset of Foreign Aid Flows from OECD

Description

The Development Information Services created an online dataset of Foreign aid flows from the member countries of the Organisation for Economic Co-operation and Development (OECD). The data covers 37 donor countries and 188 recipient countries for the years 1960 to the present. The data is available on the USAID Intranet web site in an interactive format. Users can create standard DAC reports or construct their own statistical tables. The site also offers a quick way to learn who are the largest donors in any developing country.

Value Proposition

The data set and online interface were created in response to PPC's need to disseminate foreign aid flows data in an efficient manner. By placing this information on line USAID staff are relieved of the task of responding to requests for data. They are able to use their time for more important analytical work.

Results

The online data module allows users to create tables in HTML, Excel spreadsheets, or Word. These tables replicate frequently cited tables from "The DAC Development Co-operation Report"

Issues

Contact   *Category*

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Links   *KM Item Type*

http://cdie.usaid.gov/esds/dacmodule.html   Knowledge Asset

Organization   *Policy and Program Coordination*
Inventory   *191*

CARE Knowledge Management Pilots

Description

During the next twelve months CARE is piloting several different ideas in the area of knowledge management with the aim of having enough experience and some intial results to allow us to maybe create a full knowledge management strategy in the future.

The three major pilots are: 1) The CARE Academy; 2) the work in the area of the Reproductive Health Trust Fund; 3) the Latin America Region "Knowledge Sharing to Overcome Poverty" proposal and its 1st regional knowledge fair. Below is a descrpition of each one of the three.

1) CARE Academy: The CARE Academy is CARE USA's global learning connection. It is designed to provide CARE staff with the skills and resources they need to effectively achieve CARE's vision and mission of reducing poverty and social injustice. In addition to instructor led and e-learning programs, the Academy also offers a vehicle to promote, participate in and learn more about knowledge sharing.The various ways in which staff can participate in CARE Academy knowledge sharing activities include:
Learn About Knowledge Sharing - Access internally and externally produced documents and materials that provide you with more information about knowledge sharing concepts, tools, practices and approaches.
Share Knowledge - Read and/or contribute stories about your experiences, successes and lessons learned on Managing Organizational Transition and Change
Access Resources - access a listing of recommended OD and Training resources including consultants, institutions, books, articles and links.

2) RG Trust Fund: Describe knowledge sharing activities
Ongoing:
- Regular dissemination (through electronic list serves and in hard copy and CD û Rom to mail lists) of articles, guidelines and tools to support sharing and application of best practices in sexual and reproductive health
- South-south exchanges through cross visits and technical assistance visits within regions
- Multi-country sharing and technical update workshops on selected topics in SRH
- Use of PopMIS database for tracking project indicators and parameters, aggregating data, and feeding back information to field programs
- Participatory development of project case-studies; dissemination
- Support for/participation in communities of practice on specific issues in SRH (e.g., maternal and newborn health; HIV & Mobile Populations)
- Document posting on CARE portal

Planned:
+   Resources and ongoing technical support for ôinnovationsö in sexual and reproductive health to serve as basis for organizational learning
+   Enhanced support for documentation and sharing through various media (story-telling, demonstration, film)
+   Continued support for communities of practice around specific themes in SRH
+   Moderation of electronic discussion groups
+   Development of resource libraries on CD-Rom that respond to specific requests from staff and partners in the field
+   Introduction of accountability chains for knowledge sharing and use through project DM&E and performance appraisal systems

3) The Latin America "Knowledge Sharing to Overcome Poverty" Proposal: Three diagnostics about the current way CARE offices in teh region manage and/or deal with knowledge were conducted in Peru, Ecuador and Honduras. These diagnostics have demostrate that there is the need for CARE to become better in recognizing diverse creators of knowledge and to become a better faciliattor for teh creation of knowledge by loccal societies to local societies. Following the diagnostics the above-mentioned proposal was developed, and it aims at the creation of a knowledge management system for CARE in Latin America, based on the need to generate social learning.
As a way to socialize and validate the concepts in the proposal, the Latin America management unit of CARE in promoting the creation of its 1st knowledge fair to take place in September 2004, participants in the fair from CARE will
 need to use the concepts in the proposal in preparing their knowledge projects. A virtual TA will be created to support the knowledge communities to take part in the fair and will be another key eleiment in the process of socialization of concepts.

Organization   *Unspecified*
Inventory   *145*

CARE Knowledge Management Pilots

Value Proposition

The overall motivation is based on tha fact that the organization recognizes that knowledge is key asset if CARE is to achieve its vision of contributing to overcoming poverty. The three pilots presented above have also specific objectives:

1) CARE Academy: Since we believe that CARE staff are our richest resource of information and expertise. The Knowledge Sharing section of the CARE academy will offer staff the opportunity to take the knowledge that is in their heads and share it with their colleagues all over the world. The overarching knowledge theme being promoted by the Academy this first year is Managing Organizational Change and Transition.

2) RH Trust Fund: Motivation/rationale for activities
- Mandate as core technical team is to promote organizational and partner learning in support of implementation of quality programs - KM tools will help us to more effectively and systematically draw knowledge from the field, share it widely and facilitate its application across country, regional and international settings.
- CARE as an organization is currently devoting resources and staff time to enhancing the creation, sharing and application of knowledge towards more effective programming.
- The core RHTF team will be accountable for the quality, fit, timeliness and effectiveness overall of the learning and knowledge sharing activities. A new position 'Advisor for Innovation and Learning' has been created to coordinate and systematize these activities and help to introduce new KM technologies to the core team and staff and partners in the field.
- Our main donor has given us the mandate to document our lessons and promising practices more effectively and share our lessons with a broader audience in the international SRH community; KM activities have the potential to help us do this.

3)The Latin America "Knowledge Sharing to Overcome Poverty" Proposal: On top of also believing on the need to better use existing knowledge within CARE and to create a system that will allow our staff to understand that they are also potential knowledge creators. The proposal also has a hypothesis that the knowledge needed to effective fight poverty exist in society in general, including CARE, and/or will be created by society. Therefore, the proposal has as basis the need for an system to take into consideration the facilitation of social learning, the identifycation of those in society that have relevant knowledge and that knowledge can be transferred to others that need it for improving their quality of

Results

It is two early in all pilots to described what impact has been achieved, and what are the benefits. At this time one can only talk about expectation for benefits and impacts.

1) CARE Academy: The goals of knowledge sharing through the Academy are to enable us to:
- Capture lessons learned and apply them quickly in other parts of the organization
- Gain intellectual leadership and harvest innovation in our field
- Create a more unified global community and connected workforce
- Capture and leverage organizational memory

2) RH Trust Fund: Results
+   Support for the long-running global CoP for maternal and newborn health has resulted in measurable improvements in the quality of program approaches and development of a worldwide cadre of program staff skilled in the management and implementation of programs in this technical domain.
+   The strength of CAREÆs portfolio (in quantitative and qualitative terms) is due in large part to the ongoing efforts (listed above) of the core team to promote learning and cross-sharing and ensure that staff are exposed to current best practices in the field.
+   As new KM activities are added, and the focus on organizational learning is enhanced, we will be establishing benchmarks, indicators and mechanisms to assess the results of these activities more definitively.

3) The Latin America "Knowledge Sharing to Overcome Poverty" Proposal: To have a work force that is able to generate knowledge to overcome poverty and capable to facilitate social learning among poor actors as well as other key local stakeholders. The benefits will be a change in the way CARE works, and sees the environment that we work in.

Issues

Organization   *Unspecified*
Inventory   *145*

CARE Knowledge Management Pilots

The concepts of knowledge management are new within CARE, which in general has been an organization with very well determine procedures and ways of working. The current scenario in certain cases can be an obstacle for introducing new concepts, which involves changes in teh way the organization does business.

Each on of the three pilots mention here have different plans, and challenges, as well as different ways to be sustained. One of the strategies to be pursed is to liase better between the pilots and to have three ones fostering the creation of the first knowledge community in CARE, as way to discuss and disseminate the knowledge management concepts. The Latin America fair could eventually become the global knowledge fair for CARE, this way scaling up the concepts already developed and in the process of been validated through the LA fair.

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Links

Category

Uncategorized

KM Item Type

Other Knowledge Sharing

Organization   life.   *Unspecified*
Inventory   *145*